*October, 2018 | Prepared by: Myrna Perkins, Director of Financial Aid*

## Overview

This point-in-time report is intended to provide highlights and accomplishments of the Financial Aid Office operations for the past year, provide data on primary and tertiary KPI's, provide evidence of links to the College mission as well as HLC requirements, outline the financial aid operating budget request for FY20, and identity future projects.

## Annual A-133 Audit

As required by the U.S. Department of Education, Barton's Financial Aid Office went through an annual A-133 audit by the firm of Adams, Brown, Beran & Ball end of Aug.  At the end of the audit, the auditors confirmed to the Director of Financial Aid, they had determined there were no compliance findings or material weaknesses in the handling of federal funds.  The final audit report will be sent to the U.S. Department of Education the end of March, 2019 as required for participation in the Title IV programs.

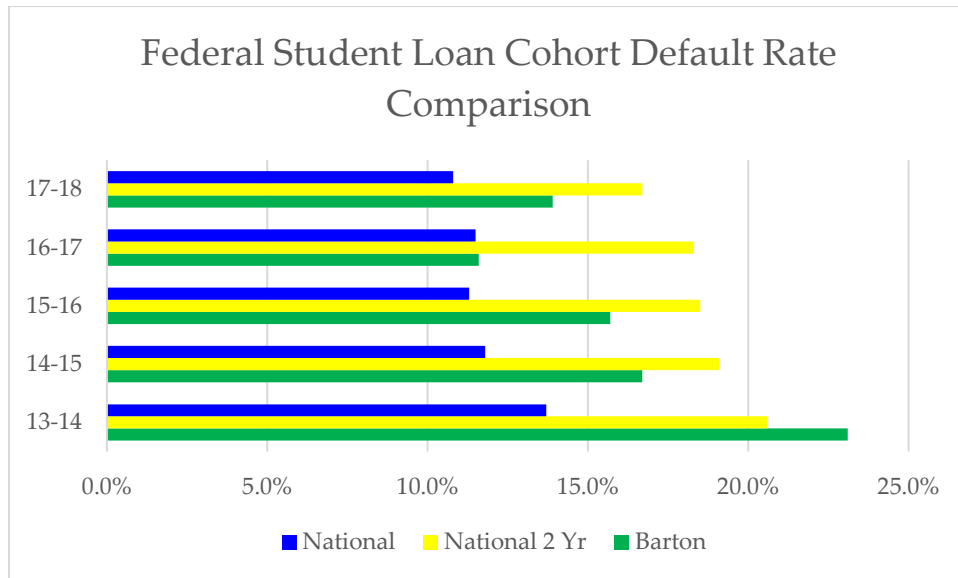## Primary KPI's: Total Aid Disbursed & Cohort Default Rate | Trend Analysis

**Total Aid Disbursed**:

- Total aid disbursed increased from $7,462,014 for 16-17 to $8,202,594 for 17-18 for a total increase of $740,580.  To be noted, the increase in aid disbursed included an increase in institutional aid of $392,563 from $1,790,599 in 16-17 to $2,182,162 in 17-18.



Total Financial Aid Paid
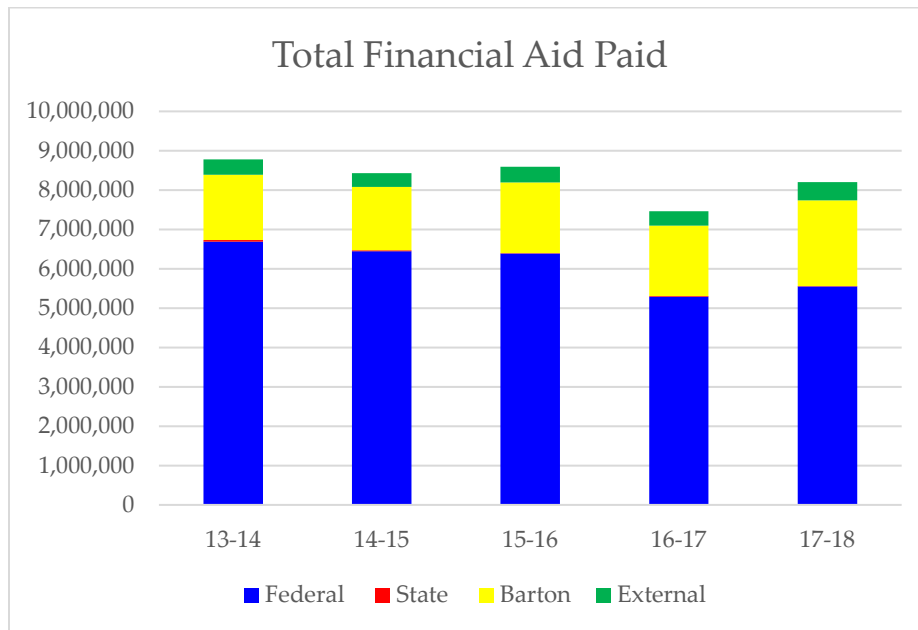
**Cohort Default Rates:**

Barton's current official cohort default rate is 13.9%. While up slightly from the previous year of 11.6%, the rate is not in a danger zone with the U.S. Department of Education and is below the national rate for 2-year public institutions (16.7%).



## Other Data | Trend Analysis

While "Total Aid Disbursed" and "Cohort Default Rates" are the two primary KPI's indicating the overall health of Barton's financial aid operations, there is more data that can be used to help gauge efficiency of operations and identify opportunities for improvement or for targeting resources for best use.

**Published Financial Aid Data**

Published at http://www.bartonccc.edu/financialaid/office/stats, the public will find the following:

- Year-End Financial Aid Statistics
- Year-End Financial Aid Demographics
- Historical Annual Award Summary Details
- Historical Loan Statistics

## Other Data

**Processing Statistics**: Of note, the number of unduplicated number of students receiving aid at Barton has declined annually since 2013-14.

| Aid Year | # of FAFSA's | # of FAFSA's Awarded | % of FAFSA's Awarded | # of FAFSA's Awarded Pell | # Verified / % Verified | % Verified Selected by CPS / Barton | Average Time to Process | Unduplicated Number of Students Receiving Aid |
|---|---|---|---|---|---|---|---|---|
| 17-18 | 4210 | 1459 | 35% | 874 | 1139 / 27% | 77% / 23% | 12 weeks | 2241 |
| 16-17 | 4004 | 1364 | 34% | 963 | 1046 / 26% | 67% / 33% | 10 weeks | 2242 |
| 15-16 | 4402 | 1500 | 34% | 1115 | 2539 / 57% | 84% / 16% | 13 weeks | 2312 |
| 14-15 | 4689 | 1543 | 33% | 1399 | 2098 / 45% | 78% / 22% | 11 weeks | 2507 |
| 13-14 | 4692 | 1571 | 33% | 1212 | 2495 / 53% | 84% / 16% | 13 weeks | 2744 |
| 12-13 | 4699 | 1626 | 35% | 1278 | 2273 / 48% | 80% / 20% | 12 weeks | 2733 |
| 11-12 | 3925 | 1640 | 42% | 1281 | 2107 / 53% | 82% / 18% | 9 weeks | 2742 |
| 10-11 | 3671 | 1584 | 43% | 1241 | 2193 / 59% | 87% / 13% | 7 weeks | 2093 |

**Appeals Statistics:** Processing appeals for students who are placed on financial aid suspension or who have reached the federal 150% Limit on receiving aid represent a good amount of the time spent processing aid applications.

| Aid Year | Appeal Notifications Sent to Students | Appeals Submitted by Students & Processed | Students who had Appeals Approved and were Placed on Academic Plans |
|---|---|---|---|
| 17-18 | 405 | 294 | 248 |
| 16-17 | 326 | 255 | 214 |
| 15-16 | 383 | 281 | 181 |
| 14-15 | 398 | 278 | 172 |
| 13-14 | 338 | 247 | 186 |

**Financial Aid Staff Size:** This represents a comparison to peer institutions using NASFAA's Staffing Survey tool.
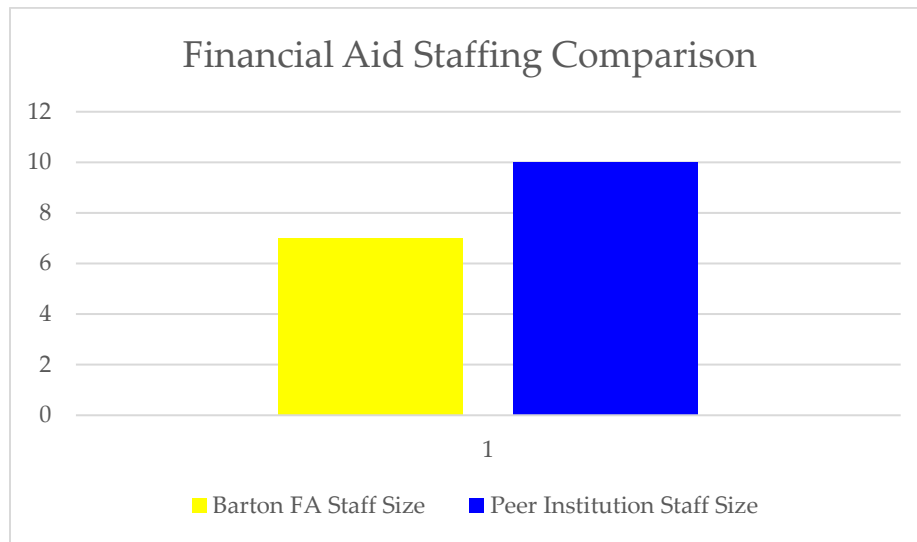


## How the FAO Supports the College Mission

The Mission of Barton Community College is to provide quality educational opportunities that are accessible, <mark>affordable</mark>, continuously improving and student focused. Barton is driven to provide an educational system that is learning-centered, innovative, meets workforce needs, strengthens communities, and meets the needs of a diverse population.

Generally speaking, the Financial Aid Office assists students with financing to pay for their education. More specifically, the Financial Aid Office continuously takes action towards greater efficiency, compliance, and targeted towards greatest need.

**Financial Accomplishments for Aid Year 17-18:**

- ✓ Barton's Financial Aid Office implemented Phase 1 of Campus Logic, allowing students to complete and sign most financial aid forms electronically and to allow upload of electronic documents via a secure mechanism.

- ✓ Barton's Financial Aid Office implemented Phase 2 of Campus Logic, allowing students to complete appeal documentation through the Campus Logic platform. In addition, Academic Plans were moved from back-end processing to front-end and incorporate a conversation between the student, the Academic Advisor, and Barton's Program Support Officer.

- ✓ Barton's Associated Director of Financial Aid completed a Financial Aid Business Continuity Plan (BCP). The BCP outlines how financial aid operations would continue in case of difference emergency situations. In addition, the document identified cross-trained tasks and those at risk.

## How the FAO meets HLC Accreditation Requirements

"Assumed Practices 3.B.a -- Financial aid advising clearly and comprehensively reviews students' eligibility for financial assistance and assists students in a full understanding of their debt and its consequences."

Data previously supplied in this report ("Other Data", p. 3) is evidence supporting HLC's expectation that that student eligibility is clearly and comprehensively reviewed. Through the extensive financial aid support services for Barton students, Barton's FAO meets the second part of HLC expectations to provide financial aid counseling to students.

## Financial Aid Support Services for Barton Students

### Face-to-Face (Great Bend Facilities)

- FA Director (Monday – Wednesday)
- Assistant FA Director
- FA Officers (2)
- FA Helpdesk
- Student Support Services
- Upward Bound (English and Spanish)

### Face-to-Face (EOC Facilities)

- Great Bend (Downtown)
  - ✓ Academic Advisors (2)
  - ✓ Project Director (Monday – Wednesday)
- Junction City
  - ✓ Academic Advisor (Tuesday, Thursday, Friday)
  - ✓ Project Director (Thursday)

### Face-to-Face (Ft Riley Facilities)

- EOC Academic Advisor (Monday & Wednesday)
- FA Director (Thursday)
- Ft Riley Front Office Staff (paperwork intake)

### Distance (Email, Phone, Mail, FaceTime)

- FA Director
- Assistant FA Director
- FA Officers (2)
- FA Helpdesk
- FA Program Support Officer
- Appointment PLUS (Schedule a Phone Appt)
- MappingXpress (Secure Document Upload)
- Voice Mail (Leave a message)

## FY20 FAO Budget Request

| Professional Development Funds: | | | Justification: |
|---|---|---|---|
| ❖ Federal Student Aid Conference | | $2,000.00 | HLC's Criterion for accreditation 5.A.4 states: "The institution's staff in all areas are appropriately qualified and trained." |
| ❖ Annual NASFAA Conference | | $2,000.00 | |
| ❖ Regional/State Conferences/NASFAA Credentials | | $1,500.00 | In particular, the Federal Compliance portion of accreditation requests identification of the last U.S Department of Education training for the staff of the financial aid office.<br><br>Annually, Barton receives an Administrative Cost Allowance (ACA) which is a sum of money to offset the administration of financial aid. The 17-18 annual amount received was $4,360 which would mostly offset this request. In addition, if Barton can show this amount was set aside for training, this would show it was spent for its intended use. |
| | **Total:** | **$5,000.00** | **ACA:**                                   **$4,360.00** |
| | | | |
| Association Dues: | | | |
| ❖ NASFAA Dues | | $2,600.00 | The Financial Aid Office uses these resources as references and for networking in the administration of federal financial aid. |
| ❖ RMASFAA Dues | | $250.00 | |
| ❖ KASFAA Dues | | $150.00 | |
| | **Total:** | **$3,000.00** | |
| | | | |
| | **Grand Total:** | **$8,000.00** | |

The Financial Aid Office must have goals that are flexible enough to allow for any unexpected directives the U.S. Department of Education or other stakeholders hand down to schools.  Keeping that in mind, Barton's Financial Aid Office will be working on the following for aid year 18-19:

- ✓ Reimagining Institutional Scholarships – The current institutional scholarship budget and awarding process is very disjointed, 100% manual in nature, and in a state where efficacy cannot be measured.  Research and conversations have begun to transform the current method to one which can be more automated and where data can be gathered to gauge the leveraging effectiveness.

- ✓ Implementing Courses in Program—Barton's FA Office will be implementing the "Courses in Program" Banner/Degree Works functionality beginning for the fall 2018 term.   This functionality will allow for aid calculation for classes required for a student's Program of Study to be automated.  This review is currently a manual process requiring many hours of staff time and subject to human error.

- ✓ Implementing New Athletic Aid Process— Due to the change in NJCAAA rules, a new process for informing the FA Office, and transmitting aid to student accounts is being set up for 18-19.  To accommodate this change, new reports are being built with input from several departments including Athletic, Business Office, the Financial Aid Office, and the Foundation.

- ✓ Implementing Campus Logic, Phase 3 – The last phase of Campus Logic implementation is to set up Single-Sign-On (SSO) and integration of Campus Logic with Banner.  SSO will allow for students to go directly to Campus Logic online forms from their Barton Portal account.  Integrating Campus Logic with Banner will allow for online documents to automatically update Banner status fields and archive student documents into the Banner system as well as Campus Logic.