

California State University, Bakersfield  
Division of Enrollment Management  
Office of Financial Aid & Scholarships

Annual Report -- AY 2007-08

**MISSION / VISION:**

The mission of the Office of Financial Aid & Scholarships (OFA&S) is to contribute to the co-curricular environment of the University by providing monetary assistance through the administration of various federal, state, institutional, and privately funded programs to students who can benefit from further education, but who cannot do so without such support. Staff are concerned about and committed to the principles of educational access, choice, diversity, and retention for all students. A special emphasis is placed on the equitable distribution of limited financial aid resources to enable students to attend the University. Staff sees their role as supporting the efforts of the faculty and administration in our collective objective of ensuring the academic success of students.

**KEY HIGHLIGHTS OF AY 2007-2008:**

**PeopleSoft Financial Aid Module Implementation**

We have met all of our milestone target dates and successfully implemented the PeopleSoft SA Financial Aid Module for the 2008-09 financial aid processing year, due in large part to the efforts of our extremely knowledgeable CedarCrestone Consultant, our tireless and overburdened technical and functions leads, and our dedicated staff who have learned to use the new system quickly.

**Direct Loan Reconciliation**

Through the efforts of OFA&S Direct Loan staff, CSUB reconciled \$17,774,143 in loan funds disbursed to 3,500 students for 2006-07. Reconciliation was completed on 5/19/08, more than 2 months prior to the Department of Education's 7/31/08 deadline. Staff continues their record of reconciling all Direct Lending loan transactions for every academic year on-time since becoming a participant in AY 1995-96. As a result, unlike many other institutional program participants, CSUB has never been required to return loan funds for missing or unreconciled promissory notes.

**America Reads/Counts Initiative**

During the 2007-08 academic year, CSUB again participated in the America Reads initiative, which was part of former President Clinton's challenge to colleges and universities to train work study-eligible students to provide tutoring of reading to elementary/middle school children performing below grade level. The University encumbered sufficient Federal Work Study funds to place 5 students with an average annual award of \$2,665 at elementary schools in the community to serve as reading tutors. This program continues to function as a campus-community partnership between: (1) the OFA&S, which determines work study eligibility and award amount; (2) the School of Education, which provides a faculty member to serve as the School Site Coordinator to identify, train, and place work study-eligible students who have the capacity and interest to serve as a reading tutor; and, (3) the participating school districts in the community, which utilize these trained work study students as reading tutors, including: Arvin, Bakersfield City, Delano, DiGiorgio, Lamont, Panama Buena Vista, Richland, and Shafter.

Unfortunately, CSUB did not participate in the America Counts initiative this year, due to budgetary concerns by the School of Natural Sciences & Mathematics (NSM) in identifying a faculty member in mathematics to serve as a Site Coordinator to train and place qualified math tutors in local low-performing elementary and middle schools. NSM is aware that local schools rely on CSUB each year to provide tutors for children performing below grade level in mathematics. This program also provides CSUB students with classroom exposure that may spark their interest to pursue a Teaching Credential. Because of the high visibility of this program in our local schools, the School of Natural Sciences & Mathematics is strongly encouraged to identify a faculty member in mathematics to serve as a Site Coordinator for the 2008-2009 academic year.

## ACCOMPLISHMENTS IN AY 2007-08:

Each year the OFA&S identifies a set of goals and objectives to accomplish in an effort to improve and/or assess the various services provided by the office. Each of the goals and objectives for the 2007-08 academic year were successfully accomplished and include the following:

### **Goal 1: PeopleSoft Financial Aid Module Implementation**

The implementation of PeopleSoft has provided an opportunity for us to review and modify our current policies, procedures, and/or processes, as it has for many other departments across campus. The following is a summary of some of the more significant policy and procedure changes that we have implemented for AY 2008-2009 to coincide with the new software functionality.

#### (a) Census Day Repackaging:

A common practice among financial aid professionals, both in the CSU system and nation wide, is to recalculate student financial aid awards (specifically for the Federal Pell Grant, Cal Grant and State University Grant funds) based on changes in the student's enrollment as of a designated date each term. This date is determined by the school and is commonly associated with Census Day (i.e., a date which typically occurs at CSUB in the third week of each term).

Based on federal financial aid regulations, as well as "best practice" in the CSU system, the CSUB OFA&S will institute a new policy of repackaging financial aid awards as of Census Day each term, commencing with the 2008-2009 academic year. This policy is also outlined on our web page at <http://www.csub.edu/finaid/repackaging.shtml>

#### (b) Satisfactory Academic Progress:

In accordance with regulations that govern federal and state financial aid programs, CSUB is required to establish, publish, and consistently apply reasonable standards for measuring a student's academic progress. Satisfactory Academic Progress (SAP) must include both a qualitative component (e.g. GPA) and a quantitative component (e.g. percent of units completed). Both components must be cumulative in nature, and must be evaluated by the University at least once per year to certify the student's SAP. However, CSUB has elected to evaluate SAP more often, which will be at the end of each term.

A student's eligibility for all federal, state, and institutional financial aid programs is affected by this policy. Students will be considered eligible to receive financial assistance from CSUB if they meet the requirements set forth on our web page at <http://www.csub.edu/finaid/sap.shtml>. It is the responsibility of every CSUB financial aid recipient to read, understand, and comply with these standards of eligibility.

#### (c) PeopleSoft Self-Service Functionality:

Students are now able to accept, reduce, or decline certain types of aid via their MyCSUB link to PeopleSoft Self-Service. For Federal Work-Study and Perkins, Nursing, Subsidized, Unsubsidized, PLUS, and Grad PLUS loans to be considered by Student Financial Services as anticipated aid (so the student is not deregistered), students must accept this aid online. For us to process these student loans, students may also complete their MPN and Loan Entrance Counseling online.

#### (d) Packaging Philosophy:

To strengthen our recruitment efforts, new CSUB first-time freshmen and transfer students will be given priority during our initial mass-packaging of aid. A percentage of our limited fund allocations will be reserved for the awarding of continuing CSUB students and mid-year transfer students.

#### (e) State University Grant (SUG) Awarding Rubric:

Our SUG awarding rubric has been modified to include only two levels of eligible EFC ranges that represent: (1) Pell-eligible EFCs; and, (2) not Pell-eligible EFCs up to 50% of our off-

campus budget. Also, please note that graduate students in MA programs must be enrolled in 12 units to receive the maximum SUG award (even though 8 units is considered full-time enrollment).

(f) Endowed Academic Scholarship Awarding Process:

In order to better leverage our endowed scholarships for student recruitment and retention, a new campus policy has been established to shift the awarding time-line up. The new campus policy revises the above process and time line as follows:

- \* In early-March, the CSUB Foundation Office will provide a report to the OFA&S of the interest accrued from each endowment account.
- \* In early-April, a memorandum will be sent by the OFA&S to the School Deans and departmental Chairs outlining the endowed scholarships to be awarded by their respective departmental committees, and the amount available.
- \* Any endowed scholarships not awarded by June 1<sup>st</sup> will be forwarded to the Campus-wide Scholarship Committee, chaired by the Dean of Undergraduate Studies, to determine the recipients.

Under this new campus policy, schools will have 6 to 8 weeks to review and determine the recipients of their respective scholarships. We believe this shift in the awarding time line will positively impact the decision of some of our best and brightest students to attend, or return, to CSUB

(g) Academic Scholarship Type Definitions:

In preparing for our "go live" in PeopleSoft in March, we had a unique window of opportunity to reorganize our Academic Scholarships. Over the years, some scholarships have changed their selection and/or disbursement processes. And, as a result, our scholarship types are no longer as well segregated as we might like them to be. Therefore, we decided to change our Scholarship Type definitions, as well as renumber each scholarship (which we have to do anyways), as we moved them into PeopleSoft.

Academic Scholarships	Old Definition	New Definition
Type 1	Nominations and/or selections made by CSUB; funds disbursed by CSUB.	<b>Endowed Scholarships</b> (Funds disbursed by CSUB)
Type 2	Nominations and/or selections made by CSUB; funds NOT disbursed by CSUB.	<b>Annual Scholarships</b> (Funds disbursed by CSUB)
Type 3	Nominations and/or selections NOT made by CSUB; funds may or may not be disbursed by CSUB.	<b>Annual Scholarships</b> (Funds NOT disbursed by CSUB)

The new Type 2 Scholarships are divided into the following sub-categories: Internal Annual Disbursable; President's Match; CSU Future Scholars; CSU System-wide; and External Annual Disbursable.

(h) Departmental Web Page:

Our web page has undergone an extreme makeover to reduce the amount of "drill-down" required for students to find important information. We have also included an online Student Satisfaction Survey on the front page.

(i) AGIA Compliance Software:

Based on the recommendations from CSUB's recent limited-scope NCAA Division I audit, we have implemented new NCAA Compliance software to assist us in monitoring potential

overawards for athletes, as well as the counter and roster limits by sport. We anticipate a full-scope NCAA audit in January 2009.

(j) Student Budget Proration:

For students who are enrolled less-than-full-time, there is no budget proration required. Additionally, there is no proration of aid for students who are enrolled at least half-time, with the exception of Pell Grant, Cal Grant, and State University Grant (please refer to the Census Day Repackaging information above).

(k) Financial Aid Award Offer Letters:

Flash versions of our Financial Aid Award Notifications are now sent via Hobsons communication software, informing students to view their financial award online via MyCSUB. Financial Aid Disbursement Notifications, Revision Letters, Missing Documents Letters, SAP Letters, ISAR Reject Letters, etc. will also be sent via Hobsons.

**Goal 2: Implement Internal Control & Quality Assurance Program**

The OFA&S is audited on an annual basis. One of the areas evaluated by auditors is a department's internal controls. This includes identifying the Preventative Controls in place to discourage errors or irregularities from occurring, as well as the Detective Controls in place to find errors or irregularities after they have occurred. Preventative Controls are usually addressed by promoting proper policies and procedures and providing ongoing staff training, whereas Detective Controls are usually addressed by implementing a quality assurance program that includes secondary verification of decisions made and/or files reviewed. Auditors typically request documentation of the decisions and/or files reviewed by our Detective Controls. Therefore, in order to strengthen our Detective Control documentation, as well as identify areas for Preventative Control training needed, we implemented the following quality assurance program. Beginning in July 2007, each month a random sample of 3 files per counselor was reviewed. These files were selected by the federal government for the Verification Process and had already been reviewed and counselor-certified. During this secondary review, the Assistant Director completed a standardized audit form and made any corrections needed to the students' files. He then met with the counselors individually to discuss his findings. At the end of the academic year, he tallied each counselor's overall error rate. Our office goal was to be below 2%. While our counselors' actual error rates ranged from 0.29% to 2.14%, our overall mean was below 1% (i.e., 0.97%). Individual error rates were noted in each counselor's annual performance evaluation.

By strengthening our Detective Control documentation, we are in a better position to identify opportunities to increase office efficiency and quality assurance, while reducing our possible audit findings. For example, similar errors made by multiple counselors, or repetitive errors made by an individual counselor, suggests the need for additional training and/or clarification of policies and procedures. Whereas, sporadic errors made by individual counselors suggests the need for a review of the distractions and interruptions experienced by the counselor during their review of student files.

**Goal 3: Policies and Procedures Manual Update**

With PeopleSoft implementation, as well as the constant changes to federal student aid rules and regulations by the government, most recently by the Higher Education Reconciliation Act of 2/8/06 and the Congressional Federal Student Aid Reauthorization changes of 8/14/08, it is important that we update our OFA&S Policies and Procedures regularly.

Using a NASFAA template, we have updated our entire OFA&S Policies and Procedures manual. This manual will be used by staff and auditors as reference, and will be updated on an ongoing basis as needed.

## GOALS FOR AY 2008-2009:

### **Goal 1: Implement a New Phone Response System**

The OFA&S has a knowledgeable, but limited, front office staff, and only four general office phone lines. Therefore, in order to provide more timely information to student callers, we have purchased telecommunications software that will allow us to institute an informational phone tree, as well as informational snippets while the student is on hold.

### **Goal 2: Refine PeopleSoft Processes**

As our knowledge and ability to manipulate the software improves, it will be important to continue to refine our processes to maximize our service to students.

### **Goal 3: Evaluate our Customer Service**

We will analyze the results of the *CSU QI Customer Satisfaction Survey Report* completed on 7/17/08 to identify our strengths, as well as investigate areas and/or opportunities to improve our service to students. We will also analyze the responses received from our online Student Satisfaction Survey.

## PRELIMINARY FINANCIAL AID EXPENDITURE BY CAMPUS / PROGRAM FOR AY 2007-2008

Preliminary Financial Aid expenditures and number of recipients by campus/program during the AY 2007-2008 are shown in Table I.

## PRELIMINARY FINANCIAL AID EXPENDITURE COMPARISON FOR AY 2007-2008

Preliminary Financial Aid expenditures and number of recipients during the AY 2007-08 compared to the previous year by specific program are shown in Table II.

**Changes in Number of Awards and Expenditures** - The office continues to experience growth in the number of awards and expenditures. The number of awards increased from 21,390 in AY 2006-07 to 22,805 in AY 2007-08, a growth of 1,415 awards (or 6.6%). The total dollar volume of expenditures increased from \$41,672,390 to \$48,448,980, an increase of \$6,776,590 (or 16.3%).

The total unduplicated number of financial aid recipients was 5,906 in AY 2006-07 as compared to 5,881 in AY 2007-08, a decrease of 25 aid recipients (or -0.4%).

**Notable Programmatic Expenditure Changes** - This year, the most dramatic programmatic expenditure changes occurred in the Federal Pell Grant, Federal Student Loan, and State University Grant programs.

The number of Federal Pell Grant recipients increased from 3,181 to 3,488, an incline of 307 recipients, (or 9.7%). The total dollar volume of Federal Pell Grant expenditures increased from \$8,820,944 to \$10,203,660, an incline of \$1,382,716 (or 15.7%).

The number of combined Federal Subsidized, Unsubsidized, and Parent PLUS Student Loan borrowers decreased from 5,902 to 5,684, a decline of 218 (or -3.7%). The total dollar volume of combined loan expenditures increased from \$17,792,261 to \$21,521,272, an incline of \$3,729,011 (or 21.0%).

The number of State University Grant recipients increased from 2485 to 2699, an incline of 214 students (or 8.6%). The total dollar volume of State University Grant expenditures increased from \$5,960,992 to \$6,748,200, an incline of \$787,208 (or 13.2%).

## PLANS FOR THE FUTURE

Our Academic Scholarship Coordinator will be retiring October 3, 2008 after 26 years of distinguished service. The Scholarship Coordinator's position is responsible for managing some 255 individual academic scholarship programs ranging from endowed scholarships, to CSU system-wide scholarships, to annual scholarships, each of which has its own unique selection criteria, award amounts, reporting requirements, scholarship committee interaction, and community donor interface. The Academic Scholarship Program accounts for more than \$2 Million dollars in aid disbursed each year. Because of the critical nature, visibility, and workload of this position, it will need to be permanently filled as soon as possible.

A permanent Financial Aid Technical Support (ITC) position is needed to run a number of daily financial aid jobs and processes in PeopleSoft that take up a significant amount of time and require moderate technical expertise. This support will be vital to our timely processing of aid, and our ability to provide service to our students.

An academic scholarship management software is needed to replace our outdated paper process. This will provide a more efficient and effective means for students to apply for scholarships online, and the ability of the OFA&S to better manage all our academic scholarship programs. This would improve the timeliness of awarding scholarships thereby positively affecting student recruitment and retention.



California State University, Bakersfield  
 Division of Enrollment Management  
 Office of Financial Aid & Scholarships  
 9001 Stockdale Highway 48SA, Bakersfield, CA 93311-1022

Table I  
 Annual Report  
 AY 2007-08



Telephone: (661) 654-3016 Fax: (661) 654-6800  
 E-mail: [finaid@csub.edu](mailto:finaid@csub.edu)  
 Web: [www.csub.edu/finaid](http://www.csub.edu/finaid)

Financial Aid Expenditures by Campus/Program - Total Financial Aid expenditures and number of recipients by campus/program during the AY 2007-08 were as follows:

Name of Program	CSUB Main Campus		CSUB AV Campus		Regional Online		All Campuses	
	Awds	Paid	Awds	Paid	Awds	Paid	Awds	Paid
Admission Fee Waiver <sup>(4)</sup>	4,758	261,690	321	17,655	3	165	5,082	279,510
AGIA - Female	289	735,834					289	735,834
AGIA - Male	159	451,655					159	451,655
AGIA – General	33	12,402					33	12,402
Cal Grant A	264	650,532	8	18,480			272	669,012
Cal Grant B - Fees	861	2,104,207	88	185,655			949	2,289,862
Cal Grant B - Stipend	1,159	1,605,444	91	102,573			1,250	1,708,017
Chafee State Grant	15	56,476					15	56,476
CSU Graduate Equity Fellowship	10	20,351					10	20,351
Emergency Loans (Short-Term) <sup>(5)</sup>	83	33,865					83	33,865
Federal Pell Grants	3,152	9,358,345	332	837,221	4	8,094	3,488	10,203,660
Federal ACG	410	222,695	1	433			411	223,128
Federal SMART Grant	35	74,653					35	74,653
Federal Perkins Loans	76	180,180	12	28,872	1	750	89	209,802
Federal Supplemental Educational Opportunity Grants (SEOG)	311	167,076	13	6,150	1	150	325	173,376
Ford Federal Direct Loans - Subsidized	2,834	10,333,020	469	1,788,196	35	144,948	3,338	12,256,164
Ford Federal Direct Loans - Unsub.	1,781	6,771,442	424	1,680,647	42	237,943	2,247	8,690,032
Ford Federal Direct Parent Loans for Undergrad. Students	97	562,245	2	12,831			99	575,076
Federal Work Study	104	290,442	5	14,380			109	304,822
Nursing Student Loans (NSL)	51	145,891					51	145,891
Professional Nurse Traineeship Grant	23	32,041					23	32,041
Scholarships	1,004	1,982,421	35	96,813			1,039	2,079,234
Scholarships for Disadvantaged Students (SDS-Nursing)	36	32,073					36	32,073
State Educational Opportunity Program Grants (EOP)	654	376,219	11	6,126			665	382,345
State University Grants (SUG)	2,461	6,216,128	238	532,072			2,699	6,748,200
Other Loans, Grants, or Scholarships	8	50,500	1	11,000			9	61,500
<b>Total <sup>(2)</sup></b>	<b>20,668<sup>(1)</sup></b>	<b>\$42,727,826</b>	<b>2,051 <sup>(1)</sup></b>	<b>\$5,329,104</b>	<b>86</b>	<b>\$392,050</b>	<b>22,805<sup>(1)</sup></b>	<b>\$48,448,980</b>

Unduplicated total for all programs excluding Admission Fee Waivers and Emergency Loans	5,881 <sup>(3)</sup>
---	----------------------

- (1) Duplicated total – students may be counted more than once.
- (2) Source: SCT Banner Financial Aid database, September 8, 2008.
- (3) Unduplicated total for all programs excluding Admission Fee Waivers and Emergency Loans.
- (4) The Admissions Fee Waivers program is administered by the Office of Admissions & Records.
- (5) The Emergency Loan program was administered by both the Foundation Accounting Office and the Office of Student Financial Services.



Table II  
Annual Report  
AY 2007-08



California State University, Bakersfield  
Division of Enrollment Management  
Office of Financial Aid & Scholarships  
9001 Stockdale Highway 48SA  
Bakersfield, CA 93311-1022

Telephone: (661) 654-3016  
Fax: (661) 654-6800  
E-mail: [finaid@csub.edu](mailto:finaid@csub.edu)  
Web: [www.csub.edu/finaid](http://www.csub.edu/finaid)

**Financial Aid Expenditure Comparison** - Total Financial Aid expenditures and number of recipients during the AY 2007-08 compared to the previous year by specific program were as follows:

Name of Program	Number of Awards			Expenditures		
	0708	0607	% Chg	0708	0607	% Chg
Admission Fee Waiver <sup>(4)</sup>	5,082	4,318	17.7	279,510	237,490	17.7
AGIA - Female	289	276	4.7	735,834	624,107	17.9
AGIA - Male	159	165	-3.6	451,655	320,813	40.8
AGIA – General	33	2	155.0	12,402	2,080	496.3
Cal Grant A	272	299	-9.0	669,012	655,943	2.0
Cal Grant B - Fees	949	883	7.5	2,289,862	1,904,032	20.3
Cal Grant B - Stipend	1,250	1,154	8.3	1,708,017	1,566,549	9.0
Chaffee State Grant	15	22	-31.8	56,476	87,510	-35.5
CSU Graduate Equity Fellowship	10	17	-41.2	20,351	18,960	7.3
Emergency Loans (Short-Term) <sup>(5)</sup>	83	77	7.8	33,865	31,090	8.9
Federal Pell Grants	3,488	3,181	9.7	10,203,660	8,820,944	15.7
Federal ACG	411	n/a	n/a	223,128	n/a	n/a
Federal SMART Grant	35	n/a	n/a	74,653	n/a	n/a
Federal Perkins Loans	89	155	-42.6	209,802	380,252	-44.8
Federal Supplemental Educational Opportunity Grants (SEOG)	325	314	3.5	173,376	166,144	4.4
Ford Federal Direct Loans - Subsidized	3,338	3,471	3.8	12,256,164	10,497,326	16.8
Ford Federal Direct Loans - Unsub.	2,247	2,042	10.0	8,690,032	6,473,433	34.2
Ford Federal Direct Parent Loans for Undergrad. Students	99	389	-74.6	575,076	821,502	30.0
Federal Work Study	109	153	-28.8	304,822	297,639	2.4
Nursing Student Loans (NSL)	51	21	142.9	145,891	59,740	144.2
Professional Nurse Traineeship Grant	23	21	9.5	32,041	29,713	7.8
Scholarships	1,039	969	7.1	2,079,234	2,043,577	1.7
Scholarships for Disadvantaged Students (SDS-Nursing)	36	15	140.0	32,073	16,764	91.3
State Educational Opportunity Program Grants (EOP)	665	641	3.7	382,345	382,293	0.01
State University Grants (SUG)	2,699	2,485	8.6	6,748,200	5,960,992	13.2
Other Loans, Grants, or Scholarships	9	n/a	n/a	61,500	n/a	n/a
<b>Total <sup>(2)</sup></b>	<b>22,805<sup>(1)</sup></b>	<b>21,390<sup>(1)</sup></b>	<b>6.6</b>	<b>\$48,448,980</b>	<b>\$41,672,390</b>	<b>16.3</b>

	0708	0607	% Change
Unduplicated total for all programs excluding Admission Fee Waivers and Emergency Loans	5,881 <sup>(3)</sup>	5,906 <sup>(3)</sup>	-0.42

(1) Duplicated total – students may be counted more than once.

(2) Source: SCT Banner Financial Aid database, September 8, 2008.

(3) Unduplicated total for all programs excluding Admission Fee Waivers and Emergency Loans.

(4) The Admissions Fee Waivers program is administered by the Office of Admissions & Records.

(5) The Emergency Loan program was administered by both the Foundation Accounting Office and the Office of Student Financial Services.