

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

Annual Report -- AY 2006-07

## Introduction

The Enrollment Management Division at California State University, Bakersfield is under the administrative purview of Dr. Jacqueline Mimms, Associate Vice President of Enrollment Management. The Division functions as a student-centered partner in the education process of the CSUB learning community. The departments within the division are focused on promoting (1) student access, (2) learning, (3) retention, and (4) graduation by providing a myriad of student services that help students to learn and grow by making positive choices through quality advising, connecting to the university through various academic support programs, and by providing opportunities for students to succeed. These services all contribute to the realization of the University's mission to enhance diversity, quality of student experience, and community engagement.

The Enrollment Management Division is comprised of some 12 departments, including: Academic Advancement, Admissions & Records, Advising, College Assistance Migrant Program (CAMP), Career Beginnings, Educational Opportunity Program (EOP), Educational Talent Search (ETS), Financial Aid & Scholarships, International Programs, Student Achievement Academic & Retention (STAAR), Testing, Title V Program, and University Outreach Services. A collation of the annual reports of these units for the 2006-2007 academic year follows, summarizing mission/vision, key highlights, accomplishments, and goals.

## Office of Financial Aid & Scholarships (OFA&S) Annual Report – AY2006-2007

### 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 in 2006-2007:

#### **Direct Loan Reconciliation Efforts**

Through the efforts of OFA&S Direct Loan staff, CSUB reconciled \$13,137,817 in loan funds disbursed to 4,095 students for 2005-06. Reconciliation was completed on 3/15/07, almost 5 months prior to the Department of Education's 7/31/07 deadline. Staff continues their record of reconciling all Direct lending loan transactions for every academic year on-time since becoming a participant in AY1995-96. As a result, unlike many other institutional program participants, CSUB has never been required to return loan funds for missing or unreconciled promissory notes.

### **Implementation of the new ACG & Smart Grant Programs**

The Federal Deficit Reductions Act (DRA), later known as the Higher Education Reconciliation Act, was signed into law on 2/8/06 and created two new federal grant programs: the National Academic Competitiveness Grant (ACG) Program, and the National Science and Mathematics Access to Retain Talent (Smart) Grant Program.

Under the ACG program, an eligible student who completed a rigorous high school program of student, among other requirements, may receive up to \$750 for the 1<sup>st</sup> academic year of study, and up to \$1,300 for the 2<sup>nd</sup> year of study. While, under the Smart Grant program, an eligible student who is majoring in physical, life, or computer science, engineering, mathematics, technology, or critical foreign language, among other requirements, may receive up to \$4,000 for their 3<sup>rd</sup> year of study, and \$4,000 for their 4<sup>th</sup> year of study. In 2006-07, CSUB disbursed \$190,835 in ACG awards to 285 students, and \$82,662 in Smart Grant awards to 30 students.

### **America Reads/Counts Initiative**

During the 2006-07 academic year, CSUB again participated in both the America Reads and America Counts initiatives, which are part of former President Clinton's challenge to colleges and universities to train work study-eligible students to provide tutoring of reading and math to elementary/middle school children performing below grade level. The University encumbered sufficient Federal Work Study funds to place 10 students with an average annual award of \$2,060 at elementary schools in the community to serve as reading tutors, and 10 students with an average annual award of \$2,038 to serve as math 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 and the School of Natural Sciences and Mathematics, which provides faculty to serve as School Site Coordinators to identify, train, and place work study-eligible students who have the capacity and interest to serve as a reading or math tutor; and, (3) the participating school districts in the community, which utilize these trained work study students as reading and math tutors, included: Arvin, Bakersfield City, Delano, DiGiorgio, Greenfield, Lamont, Lost Hills, Panama Buena Vista, Richland, Rosedale, and Shafter.

### *Accomplishments in 2006-07:*

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 2006-07 academic year were successfully accomplished and include the following:

**Goal 1: Engage in PeopleSoft SA Implementation**

Since the PeopleSoft CMS Collaborative Kickoff event on 11/15/06, the OFA&S Interim Director, Assistant Director, and Systems Analyst have been actively involved in ongoing Oracle University training and IBM Fit Gap sessions. These activities have required 7 weeks of travel, as well as time away from the office to assist with building spreadsheet tables to map data conversions for the Academic Structure, Campus Community, and Financial Aid modules. The Financial Aid module “go live” target date is 2/1/08.

**Goal 2: Renew the University’s Federal Student Aid Program Participation Agreement**

CSUB's institutional Program Participation Agreement (PPA), which authorizes participation in ALL Title IV student financial assistance programs, must be renewed with the Department of Education every five years (and updated as often as necessary as vital institutional information changes). This comprehensive PPA requires information about aid programs, accreditations, regional programs, internships, correspondence courses, third-party servicers, state licensure, and financial statements. Our recertification application was submitted before the 12/31/06 deadline. It was approved for renewal for another five years, until 9/30/12.

**Goal 3: Orient and Train New Financial Aid Counselors**

The OFA&S has hired four new Financial Aid Counselors in the last few months, including an Athletic Grant-in-Aid (AGIA) Coordinator, a California Student Aid Commission (CSAC) Programs Coordinator, a Federal Work Study (FWS) Coordinator, and an Assistant Direct Loan Coordinator. The staff in the office is assisting in the training of these counselors with regard to the financial aid application and delivery process, the various need-based financial aid programs, academic scholarship programs, and athletic grant-in-aid programs administered by the office. This will include the use of SCT Banner software, document imaging software, and an overview of the federal needs analysis methodology.

**Goal 4: Institute Office Safety Protocol**

In light of the need for increased workplace safety nationwide, the CSUB OFA&S has instituted a safety policy that ALL individuals, including students, campus employees, or other visitors, whom are not recognized by the front office staff, must be cleared before being allowed to enter the office. Clearance may include verifying their appointment, requesting to see their Student/Staff/Faculty ID, or verbal approval from another office member who knows or is expecting that person. It is good practice for counselors to escort their students from the front door to their office, and back.

**Goals for 2007-2008:****Goal 1: PeopleSoft Financial Aid Module Implementation**

Our goal is to successfully implement the PeopleSoft SA Financial Aid Module for the 2008-09 processing year. Our “go live” target date is 2/1/08. Not only will successful implementation depend upon adequate resources, time, technical & functions support, consultant assistance, and staff training, but it will also depend upon the interface with the other SA and finance modules.

## **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 will implement the following quality assurance program. Therefore, beginning in July 2007, each month a random sample of 3 files per counselor will be reviewed. These files are selected by the federal government for institutional verification and have already been counselor-certified. During this secondary review, the Assistant Director will complete the form below and make any corrections needed to the student files. He will then meet with the counselors to discuss his findings.

By strengthening our Detective Control documentation, we will be 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 the implementation of PeopleSoft, and the constant changes to federal student aid rules and regulations by the government via the Higher Education Reconciliation Act of 2/8/06 and the impending Congressional Federal Student Aid Reauthorization changes anticipated later this year, it is important to update our OFA&S Policies and Procedures.

### *Preliminary Financial Aid Expenditure by Campus/Program for 2006-2007:*

Preliminary Financial Aid expenditures and number of recipients by campus/program during the 2006-2007 academic year are shown in Table I.

### *Preliminary Financial Aid Expenditure Comparison for 2006-2007:*

Preliminary Financial Aid expenditures and number of recipients during the 2006-07 academic year 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 (duplicated) increased from 20,163 in AY 2005-06 to 21,313 in AY 2006-07, a growth of 1,150 awards, or 5.7%. The unduplicated number of financial aid and scholarship recipients increased slightly from 5,378 in

AY 2005-06 to 5,906 in AY 2006-07, an increase of 528 aid recipients. The total dollar volume of expenditures increased from \$35,714,044 to \$41,641,300, an increase of \$5,927,256 or 16.6%.

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

The number of Federal Pell Grant recipients increased from 3,017 to 3,181, an incline of 164 recipients, or 5.4%. The total dollar volume of Federal Pell Grant expenditures increased from \$7,921,186 to \$8,820,944, an incline of \$899,758, or 11.4%.

The number of combined Federal Subsidized, Unsubsidized, and Parent PLUS Student Loan borrowers increased from 3,849 to 5,902, and incline of 2053, or 53.3%. The total dollar volume of combined loan expenditures increased from \$13,137,817 to \$17,792,261, and incline of \$4,654,444, or 35.4%.

The number of Federal Work Study recipients decreased from 173 to 153, a decline of 20 students, or -11.6%. The total dollar volume of Federal Work Study expenditures decreased from \$350,469 to \$297,639, a decline of \$52,830, or 15.1%.

*Plans for the Future:*

Due to the loss of our Financial Aid Outreach Coordinator, the office will need to recruit for this full-time permanent position as soon as possible to alleviate the increased workload on the remaining counselors.

Plans for future also include the acquisition of a new server, which is needed to maintain imaging software, thousands of imaged documents, and the NASFAA Encyclopedia. The extended warranty on our current PowerEdge 2650 Server expires on **11/19/08**. Estimated cost to replace it will about approximately \$5,000.



California State University, Bakersfield  
 Division of Enrollment Management  
 Office of Financial Aid & Scholarships  
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Table I  
 Annual Report  
 AY 2006-07



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Financial Aid Expenditures by Campus/Program - Total Financial Aid expenditures and number of recipients by campus/program during the 2005-06 academic year 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>	4,118	226,490	196	10,780	4	220	4,318	237,490
AGIA - Female	276	624,107	0	0	0	0	276	624,107
AGIA - Male	165	320,813	0	0	0	0	165	320,813
AGIA – General	2	2,080	0	0	0	0	2	2,080
Cal Grant A	288	635,868	11	20,075	0	0	299	655,943
Cal Grant B - Fees	801	1,752,768	81	148,744	1	2,520	883	1,904,032
Cal Grant B - Stipend	1,069	1,471,763	84	93,493	1	1,293	1,154	1,566,549
Chafee State Grant	22	87,510	0	0	0	0	22	87,510
CSU Graduate Equity Fellowship	17	18,960	0	0	0	0	17	18,960
Emergency Loans (Short-Term) <sup>(5)</sup>	?	?	0	0	0	0	?	?
Federal Pell Grants	2,891	8,142,655	288	675,588	2	2,701	3,181	8,820,944
Federal ACG	286	190,835	0	0	0	0	286	190,835
Federal SMART Grant	33	78,662	1	4,000	0	0	34	82,662
Federal Perkins Loans	144	354,051	11	26,201	0	0	155	380,252
Federal Supplemental Educational Opportunity Grants (SEOG)	301	161,194	13	4,950	0	0	314	166,144
Ford Federal Direct Loans - Subsidized	3,010	9,031,206	429	1,352,389	32	113,761	3,471	10,497,326
Ford Federal Direct Loans - Unsub.	1,617	5,137,132	388	1,167,234	37	169,067	2,042	6,473,433
Ford Federal Direct Parent Loans for Undergrad. Students	373	787,547	16	33,955	0	0	389	821,502
Federal Work Study	146	284,069	7	13,570	0	0	153	297,639
Nursing Student Loans (NSL)	21	59,740	0	0	0	0	21	59,740
Professional Nurse Traineeship Grant	21	29,713	0	0	0	0	21	29,713
Scholarships	924	1,908,393	45	135,184	0	0	969	2,043,577
Scholarships for Disadvantaged Students (SDS-Nursing)	15	16,764	0	0	0	0	15	16,764
State Educational Opportunity Program Grants (EOP)	633	377,742	8	4,551	0	0	641	382,293
State University Grants (SUG)	2,265	5,488,984	219	471,520	1	488	2,485	5,960,992
<b>Total <sup>(2)</sup></b>	<b>19,438<sup>(1)</sup></b>	<b>\$42,801,231</b>	<b>1,797<sup>(1)</sup></b>	<b>\$4,993,723</b>	<b>78<sup>(1)</sup></b>	<b>\$351,122</b>	<b>21,313<sup>(1)</sup></b>	<b>\$41,641,300</b>

Unduplicated total for all programs excluding Admission Fee Waivers and Emergency Loans	5,906 <sup>(3)</sup>
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- <sup>(1)</sup> Duplicated total – students may be counted more than once.
- <sup>(2)</sup> Source: SCT Banner Financial Aid database, February 22, 2008.
- <sup>(3)</sup> Unduplicated total for all programs excluding Admission Fee Waivers and Emergency Loans.
- <sup>(4)</sup> The Admissions Fee Waivers program is administered by the Office of Admissions & Records.
- <sup>(5)</sup> The Emergency Loan program was administered by both the Foundation Accounting Office and the Office of Student Financial Services.



**Table II  
Annual Report  
AY 2006-07**



**California State University, Bakersfield**  
**Division of Enrollment Management**  
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**Financial Aid Expenditure Comparison** - Total Financial Aid expenditures and number of recipients during the 2005-06 academic year compared to the previous year by specific program were as follows:

Name of Program	Number of Awards			Expenditures		
	0607	0506	% Chg	0607	0506	% Chg
Admission Fee Waiver <sup>(4)</sup>	4,318	5,294	-18.4	237,490	291,170	-18.4
AGIA - Female	276	252	9.5	624,107	462,687	34.9
AGIA - Male	165	145	13.8	320,813	309,232	3.7
AGIA – General	2	0	+100	2,080	0	+100
Bureau of Indian Affairs Grant (BIA)	0	1	-100	0	1,070	-100
Cal Grant A	299	316	5.4	655,943	705,358	-7.0
Cal Grant B - Fees	883	882	0.1	1,904,032	1,908,176	-0.2
Cal Grant B - Stipend	1,154	1,134	1.8	1,566,549	1,535,027	2.1
Chaffee State Grant	22	14	57.1	87,510	60,193	45.4
CSU Graduate Equity Fellowship	17	7	142.9	18,960	26,165	-27.5
Emergency Loans (Short-Term) <sup>(5)</sup>	?	97	?	?	22,961	?
Federal Pell Grants	3,181	3,017	5.4	8,820,944	7,921,186	11.4
Federal Perkins Loans	155	165	-6.1	380,252	374,441	1.6
Federal Supplemental Educational Opportunity Grants (SEOG)	314	315	-0.3	166,144	169,345	-1.9
Ford Federal Direct Loans - Subsidized	3,471	2,853	21.7	10,497,326	9,755,907	7.6
Ford Federal Direct Loans - Unsub.	2,042	941	117.0	6,473,433	3,020,691	114.3
Ford Federal Direct Parent Loans for Undergrad. Students	389	55	607.3	821,502	361,219	127.4
Federal Work Study	153	173	-11.6	297,639	350,469	-15.1
Nursing Student Loans (NSL)	21	22	-4.5	59,740	61,893	-3.5
Professional Nurse Traineeship Grant	21	17	23.5	29,713	35,510	-16.3
Scholarships	969	1,013	-4.3	2,043,577	1,797,688	13.7
Scholarships for Disadvantaged Students (SDS-Nursing)	15	12	25.0	16,764	18,218	8.0
State Educational Opportunity Program Grants (EOP)	641	687	-6.7	382,293	382,345	0
State University Grants (SUG)	2,485	2,751	-9.7	5,960,992	6,142,793	-3.0
<b>Total <sup>(2)</sup></b>	<b>21,313<sup>(1)</sup></b>	<b>20,163<sup>(1)</sup></b>	<b>5.7</b>	<b>\$41,641,300</b>	<b>\$35,714,044</b>	<b>16.6</b>

	0607	0506	% Change
Unduplicated total for all programs excluding Admission Fee Waivers and Emergency Loans	5,906 <sup>(3)</sup>	5,378 <sup>(3)</sup>	9.8

- (1) Duplicated total – students may be counted more than once.
- (2) Source: SCT Banner Financial Aid database, February 22, 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.