

OFFICE OF FINANCIAL AID & SCHOLARSHIPS

Services

During the 2001-02 academic year, the Office of Financial Aid & Scholarships provided 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.

Services provided include, but are not limited to loans; grants; scholarships; fellowships; Federal/State Work-Study placement/coordination; budget preparation and financial counseling; recognizable budget adjustments for specific needs, e.g. medical, car repair, child care, etc.; referral to public assistance agencies and commercial lending institutions; athletic grant-in-aid certification; student consumerism information; financial aid workshops; parents' night presentations; and high school and community college outreach visits.

Financial Aid Expenditures - Total Financial Aid expenditures and number of recipients during the 2001-02 academic year compared to the previous year by specific program were as follows:

Name of Program	Number of Awards			Expenditures		
	0102	0001	% Change	0102	0001	% Change
Admission Fee Waiver (4)	1,886	1,554	+21%	103,730	85,470	+21%
AGIA - Female	240	216	+11%	309,841	322,855	-4%
AGIA - Male	124	127	-2%	201,243	201,261	0%
AGIA - General	3	N/A	N/A	4,091	N/A	N/A
Bureau of Indian Affairs Grants (BIA)	3	3	0%	10,053	6,983	+44%
Cal Grant A	266	293	-9%	343,010	375,475	-9%
Cal Grant B - Stipend	501	348	+44%	687,291	496,987	+38%
Cal Grant B - Fees & Stipend	314	252	+25%	396,905	329,684	+20%
Cal Grant T - Credential	21	9	+133%	21,967	8,321	+164%
CSUB Recruitment Access Grant	16	N/A	N/A	15,286	N/A	N/A
CSU Graduate Equity Fellowship	12	8	+50%	32,256	20,351	+58%
Emergency Loans (Short-Term) (5)	172	97	+77%	24,380	15,510	+57%
Federal Pell Grants	2,712	2,443	+11%	6,818,283	5,493,087	+24%
Federal Perkins Loans	122	51	+139%	225,887	114,132	+98%
Ford Federal Direct Loans - Subsidized	2,238	2,166	+3%	6,470,130	6,160,817	+5%
Ford Federal Direct Loans - Unsub.	822	564	+46%	2,562,487	1,781,897	+44%
Ford Federal Direct Parent Loans for Undergrad. Students	15	14	+7%	68,206	56,141	+21%
Federal Supplemental Educational Opportunity Grants (SEOG)	282	220	+28%	145,671	153,147	-5%
Federal Work Study	223	165	+35%	424,147	248,501	+71%
Nursing Student Loans (NSL)	18	24	-25%	46,445	70,057	-34%
Professional Nurse Traineeship Grant	21	18	+17%	38,472	31,986	+20%
Scholarships	791	816	-3%	1,097,211	883,998	+24%
Scholarships for Disadvantaged Students (SDS-Nursing)	4	10	-60%	12,576	48,666	-74%
State Educational Opportunity Program Grants (EOP)	662	659	+1%	382,000	382,345	0%
State University Grants (SUG)	2,404	2,303	+4%	2,776,000	2,718,905	+2%
State Work Study	37	24	+54%	74,929	63,547	+18%
Other Scholarships, Grants & Loans from public and private sources	1	2	-50%	1,782	10,679	-83%
Total (2)	13,910 (1)	12,386 (1)	+12%	\$23,294,279	\$20,080,802	+16%

	0102	0001	% Change
Unduplicated total for all programs excluding Admission Fee Waivers and Emergency Loans	4,424 (3)	4,136 (3)	+7%

- (1) Duplicated total – students may be counted more than once.
(2) Source: SCT Banner Financial Aid database, July 15, 2002.
(3) Unduplicated total for all programs excluding Admission Fee Waivers and Emergency Loans.
(4) The Admission Fee Waiver program is administered by the Admissions & Records Office.
(5) The Emergency Loan program is administered by the Foundation Accounting Office.

Changes in Expenditures and Number of Recipients – The office continues to experience growth in applications for financial aid and scholarships. The unduplicated number of financial aid and scholarship recipients increased from 4,136 in AY 2000-01 to 4,424 in AY 2001-02, a growth of 288 aid recipients, or 6.9%. The total dollar volume of expenditures increased from \$20,080,802 to \$23,294,279, an increase of \$3,213,477 or 16%.

Notable Programmatic Changes – This year, the most dramatic programmatic changes occurred in the Cal Grant B, Federal Pell Grant, Federal Perkins Loan, Ford Federal Direct Loan – Unsub., Federal Work-Study, and Scholarships programs.

The number of Cal Grant B – Stipend recipients increased from 348 in AY 2000-01 to 501 in AY 2001-02, a growth of 153 recipients, or 44%. The total dollar volume of Cal Grant B – Stipend expenditures increased from \$496,987 to \$687,291, an increase of \$190,304, or 38.3%. In addition, the number of Cal Grant B Fees & Stipend recipients increased from 252 to 314, a growth of 62 recipients, or 24.6%. The total dollar volume of Cal Grant B Fees & Stipend expenditures increased from \$329,684 to \$396,905, an increase of \$67,221, or 20.4%. This growth is largely the result of the effort the University community invested in promoting the availability of the new Cal Grant Entitlement Program to prospective freshman students for the 2001-02 academic year. These efforts included a news conference and news releases, an advertising campaign in both English and Spanish, provision of numerous financial aid workshops in the CSUB service area, mailing of a personalized informational letter to high school counselors in the service area, and visitation of all high schools, continuation schools, and community colleges in the CSUB service area, including those target schools designated by CSAC/CPEC.

The number of Federal Pell Grant recipients increased from 2,443 to 2,712, a growth of 269 recipients, or 11%. The total dollar volume of Federal Pell Grant expenditures increased from \$5,493,087 to \$6,818,283, an increase of \$1,325,196, or 24.1%.

The number of Federal Perkins Loan recipients increased from 51 to 122, a growth of 71 recipients, or 139.2%. The total dollar volume of Federal Perkins Loan expenditures increased from \$114,132 to \$225,887, an increase of \$111,755, or 97.9%.

The number of Ford Federal Direct Loan – Unsub. recipients increased from 564 to 822, a growth of 258 recipients, or 45.7%. The total dollar volume of Ford Federal Direct Loan – Unsub. expenditures increased from \$1,781,897 to \$2,562,487, an increase of \$780,590, or 43.8%.

The number of Federal Work-Study (FWS) recipients increased from 165 to 223, a growth of 58 recipients, or 35.2%. The total dollar volume of FWS expenditures increased from \$248,501 to \$424,147, an increase of \$175,646, or 70.7%.

The number of Scholarship recipients decreased from 816 to 791, a decrease of 25 recipients, or 3%. The total dollar volume of Scholarship expenditures increased dramatically from \$883,998 to \$1,097,211, an increase of \$213,213, or 24%. This dramatic increase is largely the result of the infusion of monies from the Hispanic Scholarship Fund, the President’s Matching Scholarship Fund, the National Science Foundation, the Governor’s Teaching Fellowship Program, and the Governor’s Scholars Award.

Activities/Highlights of the Year

No Audit Findings

Each campus of the CSU was subject to some measure of audit procedures for the year ended June 30, 2001. Campus audits were performed by KPMG Peat Marwick for purposes of providing opinions and reports necessary to include federal funds received by the CSU in the State’s Single Audit Report. Inclusion in the state’s Single Audit enables CSU campuses to satisfy the Department of Education’s requirements for annual audits and submission of an audited financial

statement as a result of the procedures performed by the audit firm. CSUB had no findings as a result of the limited-scope audit and is therefore not included in the Schedule of Findings and Questioned Costs found in the report.

Improved Cohort Default Rate

In February 2002, the University received from the U.S.D.E. the FY 2000 Draft Cohort Default Rate package pertaining to loans made to students at CSUB under the Federal Family Education Loan (FFEL) Program and/or William D. Ford Federal Direct Loan (Direct Loan) Program. The Loan Record Detail Report component of the package indicated that for the FY 2000 loan cohort, CSUB had 1,124 borrowers in repayment with 63 borrowers in default, for a draft cohort default rate of 5.6%. This is down from FY 1999 when the University had 1,141 borrowers entering repayment with 77 borrowers in default, for a cohort default rate of 6.7%. It is CSUB's lowest cohort default rate in more than 12 years. This reduction is largely the result of several campus-based initiatives that focus on better communication with borrowers, including greater student access to Loan Entrance Counseling, effective Loan Exit Counseling, and a monthly default prevention program that targets the University's most delinquent borrowers who might effect the campus default rate in the future.

Direct Loan Reconciliation Efforts

Through the hard work and diligence of OFA&S DL staff, CSUB has consistently met the Department of Education's onerous June 31st yearly reconciliation deadline and has reconciled the institution's Direct Lending programs for every academic year since becoming a participant (AY 1995-96). As a result, unlike many other program participants, CSUB has never been required to return loan funds for missing promissory notes. CSUB's Direct Loan Coordinator was recently informed by the University's LOC Client Account Representative that the campus is considered one of the model institutions in Direct Lending in the nation with regard to reconciliation. The representative also indicated that the LOC has several participating schools that have never reconciled their annual loan accounts dating back to AY 1994-95. CSUB is currently on track to reconcile its AY 2001-02 loan account by the new ED deadline of 12/31/02.

America Reads/Counts Initiative

During the 2001-02 academic year, CSUB again participated in both the America Reads and America Counts initiatives, which are part of former President Clinton's challenge to universities to train work-study eligible students to provide tutoring of reading and math to elementary school children performing below grade level. The University received an augmentation in Federal Work-Study monies sufficient to place 17 students with an average annual award of \$2,562 at elementary schools in the community to serve as reading tutors, and 6 students with an average annual award of \$2,809 to serve as math tutors. During the year, the CSUB America Reads and Counts projects functioned as a partnership between: 1) the Financial Aid Office, which determined work-study eligibility and award amount; 2) the School of Education and the Mathematics Department, which identified and trained work-study eligible students with the capability and interest in serving as reading and math tutors; and 3) participating elementary schools in the community which utilized these trained work-study students as reading and math tutors. Those seven elementary schools participating in the America Reads project included Roosevelt, Wayside, Harris, Horace Mann, Emerson, Munsey, and General Shafter. Emerson also participated in the America Counts project.

Participation in the CSU Quality Improvement (QI) Programs Initiative

CSUB was one of eight campuses that participated in the CSU-sponsored Financial Aid Performance Measurement 2000. Data were collected for key financial aid measurement areas, and their respective critical success factors determined. These measurement areas and success factors were:

- a. Awards
 - Timely issuance of awards
- b. Loans and counseling
 - Accurate and timely financial aid loans
- c. Disbursements (Authorization to Pay)
 - Number of disbursements for each student per term

The recently released Financial Aid Performance Measurement 2000 Final Report indicates that with regard to percent of awards issued in a timely manner, participating campuses with the best results included Bakersfield, Pomona, San Bernardino, and San Diego.

Concerning average number of disbursements per student per year, campuses with the best results included San Diego and Fresno (Semester), and Pomona and Bakersfield (Quarter).

With regard to average number of days between receipt of critical documents and disbursement to student's account, campuses with the best results included Fresno and Pomona (FFELP), and San Diego and Bakersfield (Direct Loans).

Electronic Award Notification Initiative

During AY 2001-02, the office notified students of changes to their offer of financial aid via email in an effort to examine this means of notification on a pilot basis. It was envisioned that use of electronic technology might provide a more expedient and cost effective means of award letter notification. Student feedback was very positive and the results of the pilot study were shared with members of the Financial Aid Advisory Committee in March. Owing to the success of the pilot study, staff recommended that currently enrolled (continuing) financial aid recipients be notified of their initial offer of financial aid via email for the 2002-03 academic year. The recommendation was approved by the members of the Financial Aid Advisory Committee and the policy implemented with the beginning of the AY 2002-03 financial aid award notification cycle in early April 2002.

Goals and Objectives

Each year staff in the Office of Financial Aid & Scholarships identifies a set of goals and objectives to accomplish in an effort to assess and improve services provided to students. Each of the goals and objectives for the 2001-02 academic year were successfully accomplished and include the following:

Goal 1: Implement the SCT Banner 5.x upgrade, which is the next major update to the administrative software data management system utilized by the University.

Objective 1: Staff will need to be prepared and available during Christmas break 2001 for a "cutover" which will occur from Banner version 3.x.

Objective 2: Because there are new functionalities in the upgrade, staff will need to be involved in a substantial amount of testing to ensure that the new software version operates in the same manner as the previous release, and that any new procedures that are needed to take advantage of the new functionalities are designed and implemented in an efficient and effective manner.

This goal was successfully completed on Saturday, December 8, 2001.

Goal 2: Update the existing OFA&S Policies and Procedures Manual in order to meet staff needs for the proper administration of student financial aid programs in the current electronic and imaging environment.

Objective 1: During the 2001-02 academic year, involve staff in a thorough update of the Policies and Procedures Manual. As part of this effort, designated staff will attend the NASFAA Fall Training Workshop titled "Policies and Procedures 2001: An Aid Odyssey" in order to receive training and the NASFAA Policies and Procedures Manual template.

Objective 2: Staff will follow a development cycle for the Policies and Procedures Manual of updating and creating appropriate policies and procedures for the office, training staff and implementing these policies and procedures, and regularly evaluating the policies and procedures in an effort to keep them current with necessary changes.

The Division Director and Associate Director attended the NASFAA Fall Training Workshop in San Francisco during the month of December 2001. Staff meetings were conducted during the month of January 2002, to train staff concerning the NASFAA Policies and Procedures Manual template and to begin the update of the office policies and procedures manual. To date, some twelve sections of the manual have been revised. Revision of the manual is ongoing and will continue through the 2002-03 academic year.

Goal 3: Participate in the CSU Quality Improvement (QI) Programs Performance Measurement 2001 initiative. The data being collected will be for fiscal year 2000/01 (July 1, 2000 – June 30, 2001).

Objective 1: Data will need to be gathered for the following performance measures:

- Total number of awards issued for fiscal year
- Number of awards issued in a timely manner
- Average number of days from the student accepting the loan offer to the loan being transmitted to the Loan Origination Center
- Average number of days from receipt of signed promissory note from student to the confirmation of promissory note acceptance from the Loan Origination Center
- Number of disbursements
- Number of financial aid students receiving disbursements
- Number of revised awards

- Types of awards issued
- Method used for interdepartmental collaboration
- Methods used by the FAO for sharing loan information
- Methods used by the FAO for counseling
- Number of holds
- Number of revisions to the original financial aid awards
- Institutional default rate
- Number of financial aid audit findings
- Current written policies and procedures to which staff adhere
- Performance of internal audits to monitor compliance with regulations

Objective 2: Data must be collected and submitted to the CSU Chancellor's Office by February 15, 2002. As a means of assessing campus performance with regard to these various measures, participating campuses will be provided with tables and charts showing the CSU mean, campus performance, and other participating campuses performance on/about March 15, 2002.

Data was collected and submitted to the CSU Chancellor's Office by the February 15 due date. The assessment of campus performance with regard to the various measures has not yet been received from the Chancellor's Office.

Goal 4: Convert from SCT Banner Imaging to SCT partner product OTG.

Objective 1: During the months of February and March 2002, staff will receive training concerning the conversion from the existing Banner Imaging software to the more robust imaging product developed by OTG.

Objective 2: As of October 1, 2002, documents pertaining to the 2002-03 financial aid application and delivery process will be scanned using the SCT partner product OTG.

Objective 1 has been accomplished and the successful completion of Objective 2 is dependent upon implementation of the most recent SCT Banner Financial Aid module release, which is scheduled to occur during Fall quarter, 2002.

Goal 5: Participate in College Goal Sunday (Weekend), which is a statewide effort to increase the number of students taking advantage of the many financial aid opportunities for college attendance.

Objective 1: Ensure that by Sunday, February 24, 2002, workshops will be conducted in the CSUB service area to help more high school seniors, particularly those in the 16 designated underserved schools identified by the California Student Aid Commission (CSAC), to successfully apply for Cal Grants and other forms of financial aid.

Objective 2: In order to assess the effectiveness of this effort, administer and interpret the College Goal Sunday (Weekend) Attendee Evaluation Form, as well as the "Lead Organizer" Evaluation Form.

The OFA&S worked in conjunction with the Kern County Superintendent of Schools (KCSS) office, the Southern San Joaquin Valley Cal-Soap office, the California Association of Student Financial Aid Administrators (CASFAA), and the California Student Aid Commission (CSAC) in offering College Goal Weekend at the downtown KCSS University Square conference and computer lab facility on Saturday, February 23, 2002, from 10 a.m. to 2 p.m. Approximately 30 students and parents attended the workshop. Comments received from those submitting the College Goal Sunday (Weekend) Attendee Evaluation and Lead Organizer Evaluation forms were very positive.

Plans for the Future; Office Needs

Office plans for the future include the installation of modular workstations for front office staff. A work order has been approved and monies encumbered for the project, which should be completed during the month of August 2002.

With regard to future staffing needs of the office, it is anticipated that due to the expansion and increased complexity of existing programs, the office will require two additional counseling positions. One position will need to serve as the Title IV Refund Coordinator and also Athletic Grant-in-Aid Coordinator. The other position will serve as the Cal Grant Coordinator focusing on new eligibility and reporting requirements brought on by the expansion of the Cal Grant programs as a result of the passage of SB 1644 in September of 2000.