

OFFICE OF FINANCIAL AID & SCHOLARSHIPS

Services

During the 2002-03 academic year, the Office of Financial Aid & Scholarships (OFA&S) 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 by the office included, but were not limited to the processing of loans, grants, scholarships, and 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; and the provision of 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 2002-03 academic year compared to the previous year by specific program were as follows:

Name of Program	Number of Awards			Expenditures		
	0203	0102	% Change	0203	0102	% Change
Admission Fee Waiver (4)	2,342	1,886	+24	128,810	103,730	+24
AGIA - Female	227	239	-5	306,494	308,340	-1
AGIA - Male	162	168	-4	235,542	203,044	+16
AGIA - General	6	3	+100	14,937	4,091	+265
Bureau of Indian Affairs Grants (BIA)	0	3	-100	0	10,053	-100
Cal Grant A	253	266	-5	338,159	341,954	-1
Cal Grant B - Stipend	674	504	+34	945,851	690,224	+37
Cal Grant B - Fees & Stipend	451	316	+43	612,560	399,267	+53
Cal Grant T - Credential	17	24	-29	17,867	24,364	-27
CSUB Recruitment Access Grant	0	16	-100	0	15,286	-100
CSU Graduate Equity Fellowship	7	12	-42	20,351	32,256	-37
Emergency Loans (Short-Term) (5)	122	172	-29	18,027	24,380	-26
Federal Pell Grants	3,035	2,712	+12	7,593,232	6,814,746	+11
Federal Perkins Loans	124	122	+2	267,747	225,887	+19
Ford Federal Direct Loans - Subsidized	2,766	2,238	+24	8,369,979	6,468,453	+29
Ford Federal Direct Loans - Unsub.	817	823	-1	2,428,528	2,564,761	-5
Ford Federal Direct Parent Loans for Undergrad. Students	16	15	+1	80,885	68,053	+19
Federal Supplemental Educational Opportunity Grants (SEOG)	179	282	-37	92,664	145,671	-36
Federal Work Study	204	227	-10	333,663	437,037	-24
Nursing Student Loans (NSL)	16	18	-11	47,643	46,445	+3
Professional Nurse Traineeship Grant	24	21	+14	33,669	38,472	-12
Scholarships	882	789	+12	1,721,641	1,111,013	+55
Scholarships for Disadvantaged Students (SDS-Nursing)	0	4	-100	0	12,576	-100
State Educational Opportunity Program Grants (EOP)	649	662	-2	369,493	382,000	-3
State University Grants (SUG)	2,275	2,404	-5	2,721,027	2,776,076	-2
State Work Study	29	37	-16	61,101	74,929	-18
Other Scholarships, Grants & Loans from public and private sources	0	1	-100	0	1,782	-100
Total (2)	15,277 (1)	13,964 (1)	+9%	\$26,759,870	\$23,324,890	+15%

	0203	0102	% Change
Unduplicated total for all programs excluding Admission Fee Waivers and Emergency Loans	4,936 (3)	4,425 (3)	+12%

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

(2) Source: SCT Banner Financial Aid database, June 25, 2003

(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 4,425 in AY 2001-02 to 4,936 in AY 2002-03, a growth of 511 aid recipients, or 12%. The total dollar volume of expenditures increased from \$23,324,890 to \$26,759,870, an increase of \$3,434,980 or 15%.

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 – Subsidized and PLUS, and Scholarships programs.

The number of Cal Grant B – Stipend recipients increased from 504 in AY 2001-02 to 674 in AY 2002-03, a growth of 170 recipients, or 34%. The total dollar volume of Cal Grant B – Stipend expenditures increased from \$690,224 to \$945,851, an increase of \$255,627 or 37%. In addition, the number of Cal Grant B Fees & Stipend recipients increased from 316 to 451, a growth of 135 recipients, or 43%. The total dollar volume of Cal Grant B Fees & Stipend expenditures increased from \$399,267 to \$612,560, an increase of \$213,293, or 53%. This growth is largely the result of the effort the University community continues to invest in promoting the availability of the relatively new Cal Grant Entitlement Program to prospective freshman students.

The number of Federal Pell Grant recipients increased from 2,712 to 3,035, a growth of 323 recipients, or 12%. The total dollar volume of Federal Pell Grant expenditures increased from \$6,814,746 to \$7,593,232, an increase of \$778,486, or 11%.

The total dollar volume of Federal Perkins Loan expenditures increased from \$225,887 to \$267,747, an increase of \$41,860 or 19%.

The number of Ford Federal Direct Loan – Subsidized recipients increased from 2,238 to 2,766, a growth of 528 recipients, or 24%. The total dollar volume of Ford Federal Direct Loan – Subsidized expenditures increased from \$6,468,453 to \$8,369,979, an increase of \$1,901,526, or 29%. The total dollar volume of Ford Federal Direct PLUS expenditures increased from \$68,053 to \$80,885, an increase of \$12,832 or 19%.

The number of Scholarship recipients increased from 789 to 882, an increase of 93 recipients, or 12%. The total dollar volume of Scholarship expenditures increased dramatically from \$1,111,013 to \$1,721,641, an increase of \$610,628 or 55%. This dramatic increase is largely attributed to scholarship awards made through the California Social Work Education Center (CalSWEC) and the Golden State ScholarShare Trust. Some 35 CalSWEC recipients received a total of \$564,064, while 76 Golden State ScholarShare Trust recipients received \$97,931.

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, 2002. 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 comprehensive full -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 2003, the University received from the U.S.D.E. the FY 2001 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 2001 loan cohort, CSUB had 1,060 borrowers in repayment with 41 borrowers in default, for a draft cohort default rate of 3.87%. This is down from FY 2000 when the University had 1,113 borrowers entering repayment with 61 borrowers in default, for a cohort default rate of 5.48%. It is CSUB's lowest cohort default rate in 14 years and may be the lowest in the school's history. This reduction is largely the result of several campus-based initiatives that have focused on better communication with borrowers, including greater student access to Loan Entrance Counseling, more effective Loan Exit Counseling, and a monthly default prevention program that targets the University's most delinquent borrowers.

Direct Loan Reconciliation Efforts

Through the hard work and diligence of OFA&S DL staff, CSUB met the Department of Education's new reconciliation deadline of 12/31/02, thus continuing its record of reconciling all of its Direct Lending programs for every academic year 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 promissory notes. In addition during the year, DL staff satisfied federal Direct Loan Program participation requirements for self-assessment by completing the rigorous Title IV-Wide Management Assessment Worksheet instrument.

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 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 received an augmentation in Federal Work-Study monies sufficient to place 15 students with an average annual award of \$1,947 at elementary schools in the community to serve as reading tutors, and 18 students with an average annual award of \$1,909 to serve as math tutors. During the year, the CSUB America Reads and Counts projects continued to function as a partnership between: 1) the OFA&S, 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/middle schools in the community, which utilized these trained work-study students as reading and math tutors. Four elementary schools participated in the America Reads project including Harris, Munsey, Roosevelt, and Wayside. Eight middle/junior high schools participated in the America Counts project including Curran, Emerson, Freedom, Harris, Haven, Richland, Rosedale, and Sierra.

Goals and Objectives

Each year staff 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 2002-03 academic year were successfully accomplished and included the following:

Goal 1: Re-design the front office space configuration to facilitate better work flow, provide for student and staff privacy and confidentiality needs, and improve visibility and coverage of the front counter.

Objective 1: During the month of July, 2002, work with front office staff and various resource personnel available through the Procurement Office to evaluate and re-design the existing front office space configuration.

Objective 2: During the month of August, 2002, have newly designed modular workstations installed for front office staff and provide appropriate training for resulting changes in front office work flow.

Goal 2: Satisfy federal Direct Loan Program participation requirements for self-assessment by completing the Title IV-Wide Management Assessment Worksheet instrument.

Objective 1: During Fall quarter, 2002, meet with various members of the Direct Loan Quality Assurance Committee and other appropriate individuals on campus to discuss the major functional requirements specified on the Title IV-Wide Management Assessment Worksheet in order to determine a timeline for the inventory of existing procedures and the prioritization of improvement actions.

Objective 2: By the completion of winter quarter, 2003, complete the Title IV-Wide Management Assessment Worksheet instrument and review the outcome with members of the Direct Loan Quality Assurance Committee to determine an appropriate plan for necessary improvement actions.

Goal 3: Complete conversion from SCT Banner Imaging to SCT partner product OTG.

Objective 1: During the months of March and April, 2003 staff will receive additional training concerning the conversion from the existing Banner Imaging product to the more robust imaging product developed by OTG.

Objective 2: As of May 1, 2003, documents pertaining to the 2002-03 and 2003-04 financial aid processing years will be scanned using the SCT partner product OTG.

Goal 4: Continue with the update of 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 2002-03 academic year, continue to involve staff in the update of the Policies and Procedures Manual. As part of this effort, designated staff with particular administrative oversight responsibility will receive specific sections of the NASFAA Policies and Procedures Manual template for review and appropriate update.

Objective 2: Staff will continue to follow an on-going development and maintenance cycle for the Policies and Procedures Manual by creating and updating 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.

Plans for the Future; Office Needs

Plans for the future include the upgrade of technology equipment and software used by the office. Requisition requests have been submitted for the acquisition of key items used by the office including a duplex document scanner, Xerox machine, auto folder, Pentium processors, and printers.

With regard to staffing needs, due to the expansion and increased complexity of existing programs, the office is in need of two additional counseling positions. One position will 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.