

# 2017 Annual Report Financial Aid and Scholarships

For the 2016-2017 Award Year



*The rising STAR of Texas*

# Purpose

To provide an update on some of the activities of  
Financial Aid and Scholarships.



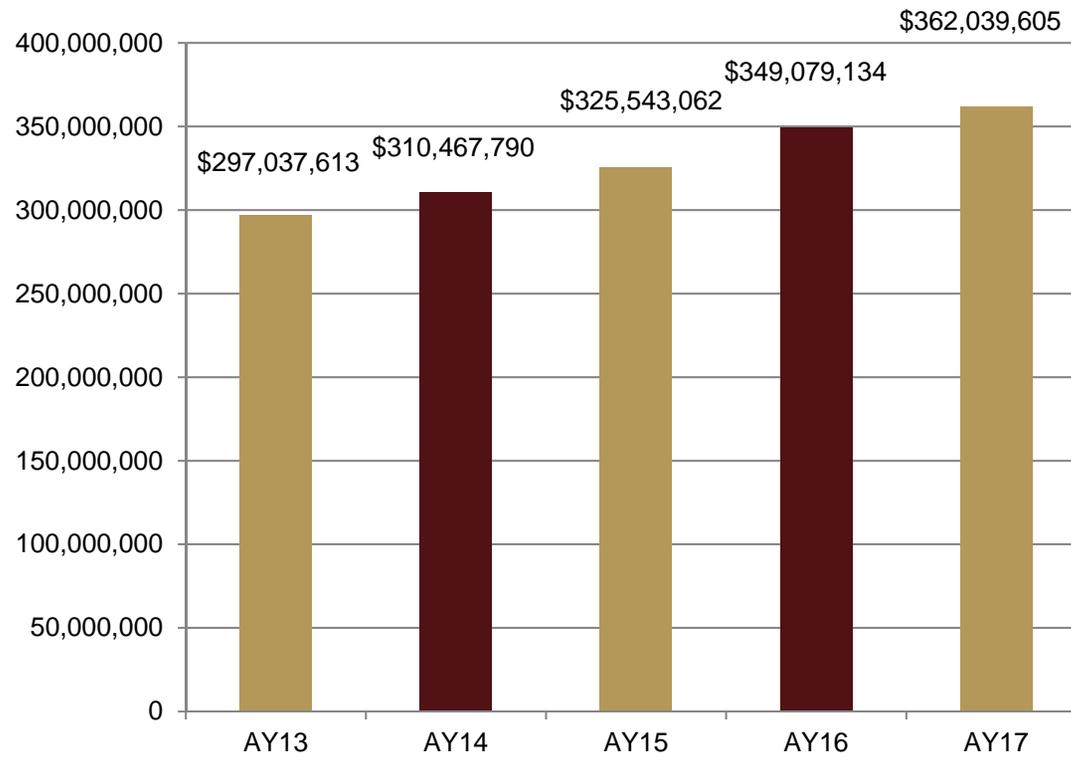
## Executive Summary

- Disbursed over \$362 million in aid to 27,927 students and their parents; a \$12.9 million (3.7%) increase compared with last year.
- Processed over 62,500 financial aid applications.
- Incoming customer service contacts (i.e., emails, calls, and counter visits) increased by 20,757 (14.6%) from 142,318 (FY16) to 163,075 (FY17).
- Average caller wait time was 6:23—an increase of 1:47 (38.8%) compared with the FY16 wait time of 4:36.
- Awarded 1,190 enrolled freshmen in the Bobcat Promise program for 2016-2017 compared with 1,199 the previous year.
- As a future objective, secure funding for a counselor to coordinate campus-wide financial literacy and default aversion activities.

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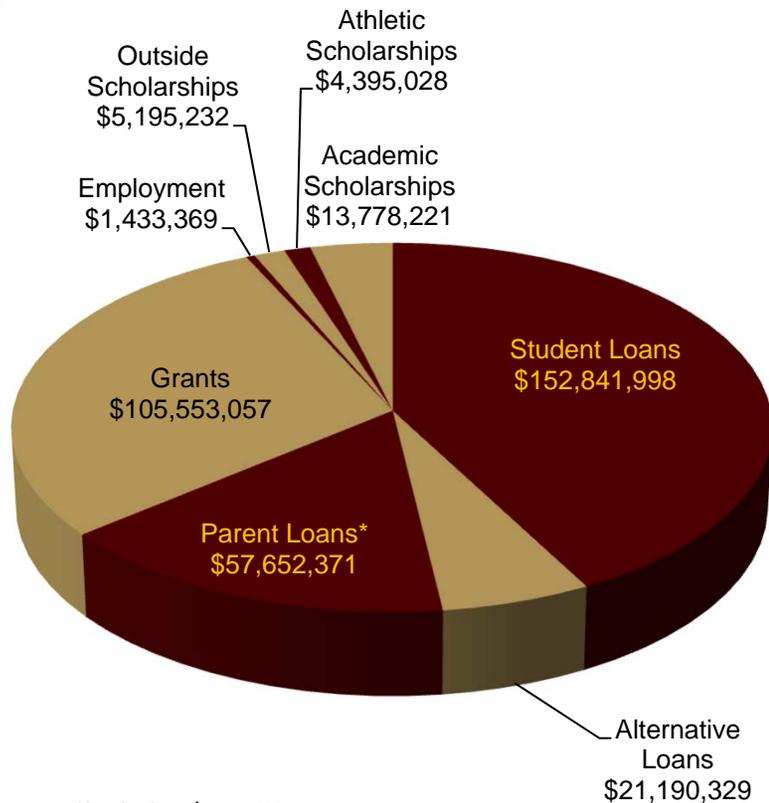
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# Aid Disbursed by Financial Aid and Scholarships



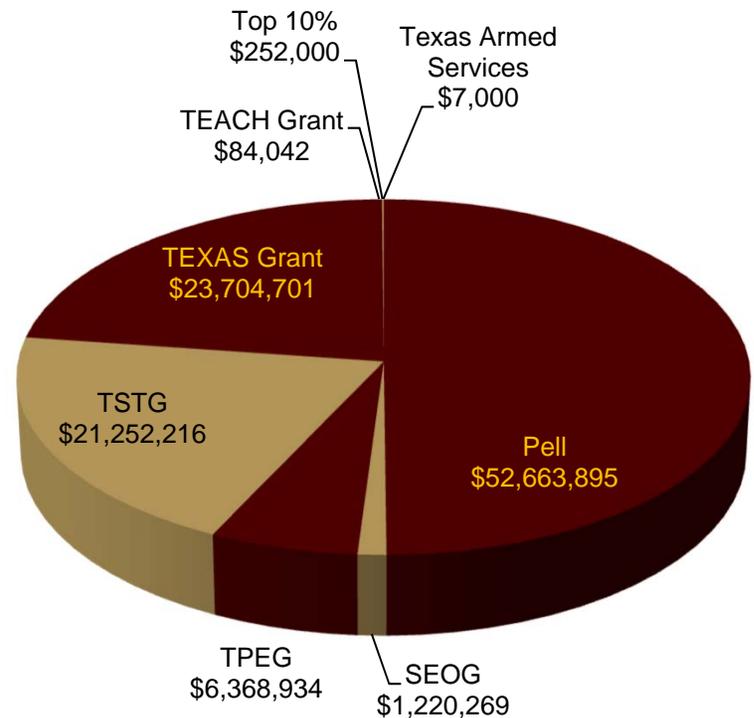
# Types of Aid Disbursed

## AY 17 Aid Disbursed



\*Includes \$71,468 in Private Alternative Parent Loans

## AY 17 Grants Disbursed



SEOG – Supplemental Educational Opportunity Grant  
 TPEG – Texas Public Educational Grant  
 TSTG – Texas State Tuition Grant (Set-Aside)

# Data on Financial Aid Recipients

## Education Loan Debt Level of FY 2015 Bachelor's Graduates

Entity	Avg. Debt
Texas State University	*\$33,596
State of Texas	\$31,186

\*Parent portion is \$7,081

Source: Texas Public Higher Education Almanac

## FY 2014 Cohort Default Rate (CDR)

Entity	CDR
Texas State University	4.5%
State of Texas – All of Higher Ed.	10.4%
National – Four-Year Public	11.5%

Source: Federal Student Aid

## Pell Recipients

- 12,747 students received a Pell Grant during the 2016-2017 academic year.

## Improvements in Customer Service

1. Migrated the scholarship application and awarding administration for FAS, College of Education, College of Health Professions, Honors College, The Graduate College, University Advancement and other areas to the Bobcat Online Scholarship System (BOSS).
2. Implemented the online Work Study Tool to replace the paper Work Study Authorization Form process and to facilitate departments being able to query their work study students' earnings.
3. Increased by 20% the early FAFSA filings by continuing students through a focused (Halloween-themed) marketing campaign.
4. Conducted student focus groups that, in part, resulted in a student-driven revision of the Financial Aid and Scholarships homepage.
5. Increased the number of financial aid outreach sessions from 69 to 71, which served over 11,893 current and prospective students.
6. Secured FY 2017 funding to hire seasonal temporary staff for the call center, customer service and processing teams.

# Improvements in Compliance

1. Implemented the federal courses counting toward degree requirements, which required significant coordination with the Academic Advising Council, IT and other departments.
2. Established the necessary business processes and customer service training to effectively address the compliance and service challenges posed by the new 399 code issued on selected aid applicants by the U.S. Department of Education.
3. Developed a quality assurance procedure to strengthen compliance with the awarding of athletic aid.



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## Collaborative Efforts

1. Collaborated with PACE staff during the April and July *Financial Aid Phone-In sessions* to augment services by providing academic advising to students.
2. Established with SBS a supervisory meeting each semester that facilitates the exchange of information and development of ideas to improve inter-office communication and customer service.
3. Worked with SBS to minimize registration payment barriers for those affected by the new federal 399 code issued for certain aid applicants by the U.S. Department of Education.
4. Collaborated with Undergraduate Admissions for FAS advisors to call admitted transfer students who had not yet completed their financial aid file.
5. Worked with various stakeholders via the Financial Literacy Committee to assess students' financial literacy knowledge and identify the various financial literacy services offered on campus.

# Customer Service Data

## Email Contacts

- Email volume increased by 6,605 (33.7 %) from 19,631 (FY16) to 26,236 (FY17).

## Call Center

- Call volume increased by 13,667 (13.9%) from 98,582 (FY16) to 112,249 (FY17).
- Average caller wait time was 6:23—an increase of 1:47 (38.8%) compared with the FY16 wait time of 4:36.
- Of the calls received:
  - 63.81% were answered (compared with 78.6% last year)
  - 24.92% were abandoned (i.e., those who hung up)
  - 11.27% were terminated (i.e., those on whom the system hung up)

## Customer Service Lobby

- Walk-in volume increased by 485 (2.01%) from 24,105 (FY16) to 24,590 (FY17).
- Average guest wait time was 7:30—a decrease of 0:22 (-4.7%) compared with the FY16 wait time of 7:52.

## Processing

Verification-processing and awarding time increased from 4 - 5 days to 7 - 10 days.

## Future Objectives and Challenges

1. Effectively address existing challenges with the courses counting toward degree processes (e.g., Banner and DegreeWorks) for the benefit of students and academic advisors.
2. Strengthen institutional compliance with the Higher Education Act's requirement regarding access to FAFSA and FASFA-derived data.
3. Continue to work with other colleges and departments to successfully migrate their scholarship application and awarding administration to the new Bobcat Online Scholarship System (BOSS).
4. Secure permanent funding to hire seasonal temporary staff for the customer service teams at a level comparable to other institutions and as necessary to deliver competitive levels of service.
5. As a future objective, secure funding for a counselor to coordinate campus-wide financial literacy and default aversion activities.