

2018 Annual Report Financial Aid and Scholarships

For the 2017-2018 Award Year



The rising STAR of Texas

Purpose

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



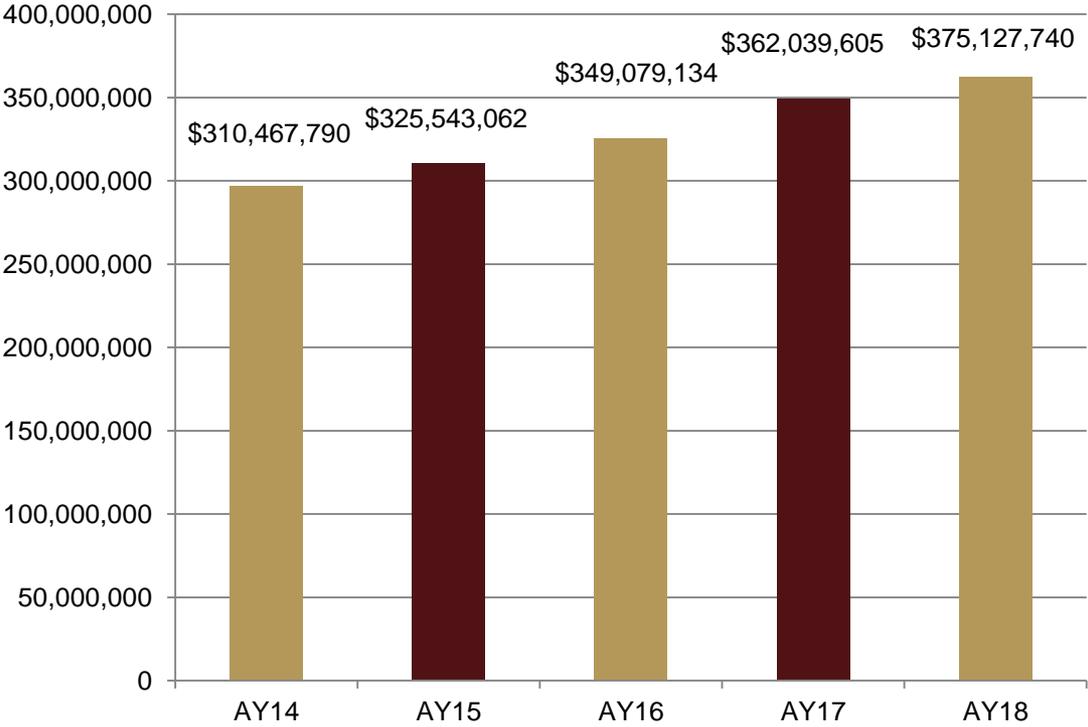
Executive Summary

- Disbursed over \$375 million in aid to 27,938 students and their parents; a \$13 million (3.6%) increase compared with last year.
- Processed over 83,000 financial aid applications.
- Incoming customer service contacts (i.e., emails, calls, and counter visits) increased by 30,619 (18.8%) from 163,075 (FY17) to 193,694 (FY18).
- Average caller wait time was 10:20—an increase of 3:57 (61.9%) compared with the FY17 wait time of 6:23.
- Awarded 1,408 enrolled freshmen in the Bobcat Promise program for 2017-2018 compared with 1,190 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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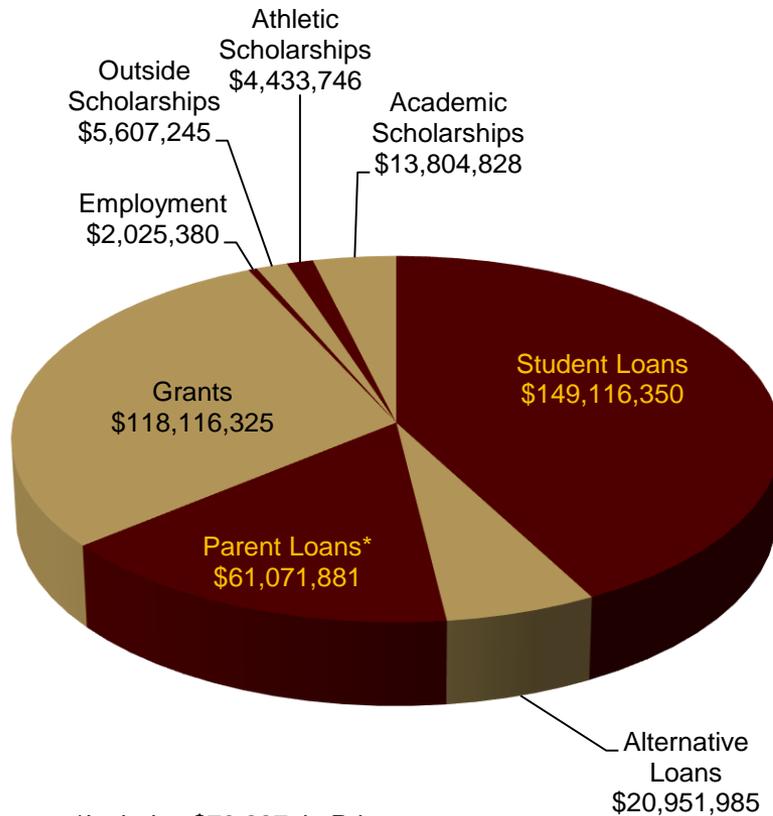
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Aid Disbursed by Financial Aid and Scholarships



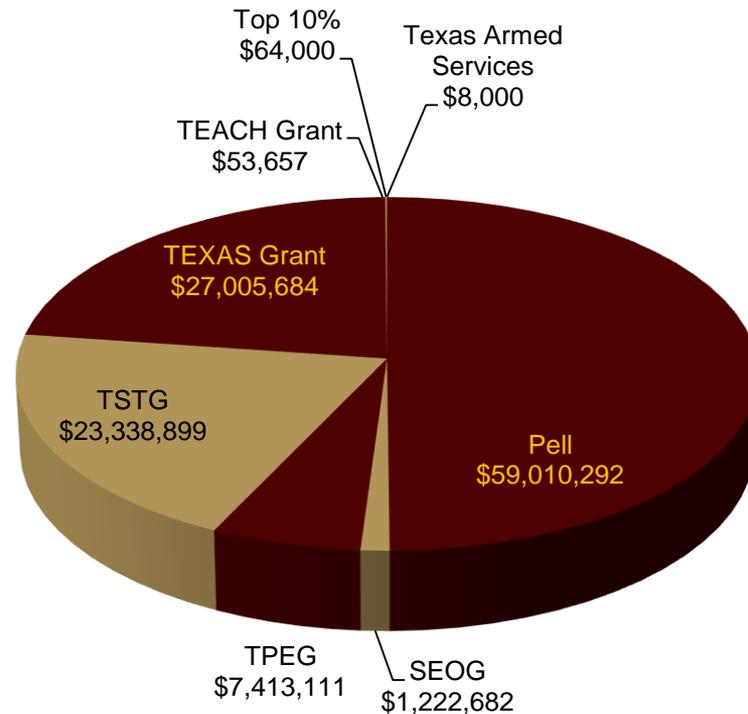
Types of Aid Disbursed

AY 18 Total Aid Disbursed



*Includes \$79,287 in Private Alternative Parent Loans

AY 18 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 2017 Bachelor's Graduates	
Entity	Avg. Debt
Texas State University	*\$33,932
State of Texas	\$30,516

*Parent portion is \$7,865.

Source: Texas Public Higher Education Almanac

FY 2015 Cohort Default Rate (CDR)	
Entity	CDR
Texas State University	5.6%
State of Texas	10.9%
National	10.8%

Source: Federal Student Aid

Pell and Student Loan Recipients

- 13,248 students received a Pell Grant during the 2017-2018 academic year.
- 22,050 students (or their parents) borrowed a federal or alternative educational loan.

Improvements in Customer Service

1. Under the Project Success partnership, called 2,113 enrolled and graduated students who were in jeopardy of defaulting on their federal student loans and helped 1,087 students avoid going into default.
2. Hard launched social media platforms such as Twitter with over 240 tweets.
3. Based on student focus groups, developed a new *Important Fall Reminders* communication to more effectively communicate financial aid disbursement, refund availability, bill payment and other deadlines/dates.
4. Successfully promoted the availability of Summer (Year-Round) Pell as evidenced by the below data:

Summer Pell Grant Data				
	Summer 2017	Summer 2018	Amount of Change	Percent Change
No. of Recipients	675	2,845	2,170	321.48%
Total Dollars	\$695,276	\$4,191,329	\$3,496,053	502.83%
Avg. Enrolled Hrs.	6	8	---	---

Notes:

Of the 2,845 Summer 2018 Pell recipients:

- 2,269 (79.75%) have the Additional Eligibility Indicator (i.e., extra Pell).
- 300 (10.6%) graduated in August 2018 (as opposed to 64 in Summer 2017)

Improvements in Compliance

1. Implemented stronger controls as well as an annual review process for university offices accessing FAFSA and FAFSA-derived data based on new federal guidance.
2. Implemented new quality assurance measure for the awarding of athletic scholarships to further strengthen compliance with applicable NCAA financial aid bylaws.



Collaborative Efforts

1. Both the Director and Associate Director of FAS have collaborated with colleagues on various THECB committees, sub-committees and negotiated rulemaking committees to help design and implement:
 - Revamped state reporting processes
 - State aid priority dates
 - Financial aid legislative proposals
 - TEXAS Grant allocation methodology
2. Collaborated with SBS on developing a strategy to reach out to students with outstanding balances and unaccepted student loans to facilitate their understanding that the loans could be used to help cover their balances (to help increase student persistence and graduation).
3. Collaborated with PACE staff during the April and July *Financial Aid Phone-In* sessions to augment services by providing academic advising to students.
4. Worked collaboratively with departments via the Financial Literacy Committee to develop the Bobcat Gold brand around which a financial literacy campaign is being built.

Customer Service Data

Email Contacts

- Email volume increased by 1,878 (7.2%) from 26,236 (FY17) to 28,114 (FY18).

Call Center

- Call volume increased by 25,989 (23.2%) from 112,249 (FY17) to 138,238 (FY18).
- Average caller wait time was 10:20—an increase of 3:57 (61.9%) compared with the FY17 wait time of 6:23.
- Of the calls received:
 - 48.51% were answered (compared with 63.81% last year)
 - 25.98% were abandoned (i.e., those who hung up)
 - 25.51% were terminated (i.e., those on whom the system hung up)

Customer Service Lobby

- Walk-in volume increased by 2,752 (11.2%) from 24,590 (FY17) to 27,342 (FY18).
- Average guest wait time was 8:59—an increase of 1:29 (19.8%) compared with the FY17 wait time of 7:30.

Processing

Verification-processing and awarding time remained at 7 – 10 days.

Future Objectives and Challenges

1. Continue to manage the significantly long verification and aid processing times, as well as the related customer service interactions, created by Banner 9 and federal processing/regulatory issues.
2. Attempt to manage the compliance and customer service issues created by the growing number of defects in the Banner financial aid module.
3. Increase student engagement with the new financial literacy resource *iGrad* as well as existing resources such as *Free Financial Coaching*.
4. Continue to work with colleges and departments to successfully migrate their scholarship application and awarding administration to the Bobcat Online Scholarship System (BOSS).
5. Secure permanent funding to hire seasonal temporary staff for the customer service and verification teams at a level comparable to other institutions and as necessary to deliver competitive levels of service.
6. As a future objective, secure funding for a counselor to coordinate campus-wide financial literacy and default aversion activities.