2019 Annual Report
Financial Aid and Scholarships

For the 2018-2019 Award Year
An overview on some of the activities of Financial Aid and Scholarships.
Executive Summary

• Processed approximately 80,000 financial aid applications.
• Disbursed over $373.9 million in aid to 27,902 students and their parents; a nearly $1.2 million (-0.3%) decrease from last year.
• Conducted the Financial Wellness Survey of students, created the BobcatGold financial literacy webpage, and led the launch and promotion of the BobcatGold: Grow Your Financial Future brand.
• Incoming customer service contacts (i.e., emails, calls, and counter visits) decreased by 16,772 (-8.7%) from 193,694 (FY18) to 176,922 (FY19).
• Awarded the Bobcat Promise to 1,407 enrolled freshmen for 2018-2019 compared with 1,408 the previous year.
• Staff turnover continues to increase and pose federal and state compliance as well as customer service challenges.
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Aid Disbursed by Financial Aid and Scholarships

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount</th>
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<tbody>
<tr>
<td>AY15</td>
<td>$325,543,062</td>
</tr>
<tr>
<td>AY16</td>
<td>$349,079,134</td>
</tr>
<tr>
<td>AY17</td>
<td>$362,039,605</td>
</tr>
<tr>
<td>AY18</td>
<td>$375,127,740</td>
</tr>
<tr>
<td>AY19</td>
<td>$373,940,428</td>
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</table>
Types of Aid Disbursed

**AY19 Total Aid Disbursed**

($373.9 M)

- **Student Loans**
  - $144,376,037
- **Parent Loans**
  - $61,147,654
- **Outside Scholarships**
  - $6,021,505
- **Employment**
  - $2,159,408
- **Grants**
  - $119,098,038
- **Alternative Loans**
  - $21,301,794

*Includes $184,933 in Private Alternative Parent Loans

**AY19 Grants Disbursed**

($119 M)

- **Pell**
  - $60,750,514
- **TEXAS Grant**
  - $25,525,169
- **TSTG**
  - $24,035,528
- **TEACH Grant**
  - $17,156
- **Iraq-Afghanistan Service Grant**
  - $4,270
- **Texas Armed Services**
  - $4,000
- **TPEG**
  - $7,216,809
- **SEOOG**
  - $1,544,592

SEOOG – Supplemental Educational Opportunity Grant
TPEG – Texas Public Educational Grant
TSTG – Texas State Tuition Grant (Set-Aside)
Financial Literacy Efforts

1. Conducted the Financial Wellness Survey of Texas State students, which provides a baseline of student financial health to assess the effectiveness of the university’s current and future financial literacy efforts.

2. Created the Student Loan Debt Estimator so students can view their current student loan debt as well as estimates of their monthly and total repayment amounts. Visited by 4,700 students since going live in May 2019.

3. Created the BobcatGold webpage, which provides financial literacy tools and resources to students. Visited by over 8,400 visitors this past year.

4. Led the launch of the BobcatGold: Grow Your Financial Future brand, which involved hosting events, email and text campaigns, giveaways, etc.

5. With our Project Success partner, called 2,117 current and former students and assisted them in curing their delinquent federal student loans.

6. More effectively promoted personalized Financial Coaching with a certified advisor to help ensure participants’ financial success and ability to attend Texas State.
Data on Financial Aid Recipients

Grant and Student Loan Recipients
- 13,398 students received a Pell Grant.
- 5,437 students received a TEXAS Grant.
- 14,172 students received a set-aside grant.
- 21,218 students borrowed a federal or alternative educational loan.
- 5,670 parents borrowed via the federal parent loan program.

Education Loan Debt Level of FY 2018 Bachelor’s Graduates

<table>
<thead>
<tr>
<th>Entity</th>
<th>Avg. Debt</th>
</tr>
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<tbody>
<tr>
<td>Texas State University</td>
<td>*$34,543</td>
</tr>
<tr>
<td>State of Texas</td>
<td>$30,825</td>
</tr>
</tbody>
</table>

Source: Texas Public Higher Education Almanac
*Up from $33,932 in FY17.
Parent portion is $8,919 (up from $7,865 in FY17).

FY 2016 Cohort Default Rate (CDR)

<table>
<thead>
<tr>
<th>Entity</th>
<th>CDR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Texas State University</td>
<td>6.6%*</td>
</tr>
<tr>
<td>State of Texas</td>
<td>10.4%</td>
</tr>
<tr>
<td>National</td>
<td>10.1%</td>
</tr>
</tbody>
</table>

Source: Federal Student Aid
*Up 1% from FY15 Cohort of 5.6%.
Improvements in Customer Service

1. Dedicated significant resources to the office’s financial literacy efforts.
2. Implemented a tiered (non-software driven) incoming-caller distribution protocol within the call center that is designed to help reduce wait times.
3. Onboarded the McCoy College of Business, College of Liberal Arts, and Dean of Students Office to the Bobcat Online Scholarship System (BOSS).
4. Replaced and added new signage to the second floor of J.C. Kellam to better guide students to the FAS customer service suite.
5. Though seriously hindered by Banner in terms of communicating information about incomplete documents submitted by students, continued to improve the process by refining message structure, calling campaigns, evening hours, etc.
Compliance Topics

1. The 2017-2018 audit report of federal financial aid programs identified no findings within the operations of Financial Aid and Scholarships.

2. Began implementing Phase IV of the FAS training plan within the verification team, which emphasizes more intra-team refresher trainings to facilitate strengthened compliance of our federal verification operations and greater business efficiencies.

Compliance is the office’s primary guiding business principle, and related work helps prevent financial risks for the university.
Customer Service Data

Email Contacts
• Email volume increased by 4,258 (15.2%) from 28,114 (FY18) to 32,372 (FY19).

Call Center
• Call volume decreased by 20,243 (-14.6%) from 138,238 (FY18) to 117,995 (FY19).
• Average caller wait time was 21:14—an increase of 10:54 (105.5%) compared with the FY18 wait time of 10:20.
• Of the callers who responded to the FAS customer satisfaction survey:
  ▪ 91% strongly agreed or agreed that our advisors are friendly.
  ▪ 88% strongly agreed or agreed that our advisors are knowledgeable.
  ▪ Top complaint was the wait (hold) time on the phone.

Customer Service Lobby
• Walk-in volume decreased by 787 (-2.9%) from 27,342 (FY18) to 26,555 (FY19).
• Average guest wait time was 8:23—a decrease of 0:36 (-6.7%) compared with the FY18 wait time of 8:59.

Processing
While processing over 31,500 verification documents alone, the verification processing and awarding time remained at 7 – 10 days.
1. Address the staffing level and increasing staff turnover issues that pose serious compliance and customer service challenges.

2. The above challenge can be addressed, in part, by securing funding for a scholarship counselor, a trainer, and a financial literacy advisor to better meet the needs of external donors, in-depth training required for staff due to constantly changing and more complex aid regulations, and the financial wellness needs of our students.

3. Implement Dynamic Forms to allow students and their parents to complete, electronically sign, and submit verification forms online (as opposed to completing and uploading printed PDFs).

4. Secure customer service software that will allow for a more automated and effective tiered distribution of incoming customer contacts.

5. Work with remaining colleges and departments to onboard the administration of their scholarships to the Bobcat Online Scholarship System (BOSS).

6. Continue to promote the BobcatGold: Grow Your Financial Future brand with limited resources.

7. Attempt to manage the compliance and customer service issues created by the slowness of Banner 9 and its continuing defects as well as federal verification and regulatory challenges and their growing complexity.