

## Annual Program Review

07-Oct-2021 | Prepared by: Myrna Perkins, Chief Accreditation Officer & Director of Financial Aid

### OVERVIEW

This point-in-time report is intended to provide highlights and accomplishments of Barton's Financial Aid Office operations for the past year, provide data on primary and other Key Performance Indicators, provide evidence of links to the College mission as well as HLC requirements, outline the financial aid operating budget request for FY23, and identify future projects for improvement based upon data and anecdotal analysis.

### EXTERNAL EVALUATION RESULTS | Accreditation Issues

- As required by the U.S. Department of Education, Barton's Financial Aid Office underwent an annual A-133 audit which was conducted by the firm of Adams, Brown, Beran & Ball at the end of August, 2021. At the end of the audit, the lead auditor confirmed to the Director of Financial Aid there were no compliance findings or material weaknesses in the handling of federal funds. The final audit report will be sent to the U.S. Department of Education (ED) the end of March, 2022 as required for participation in the Title IV programs.
- Barton Community College is in good standing with the Higher Learning Commission.

#### Accreditation Status

Accreditation Status:	Accredited
Accredited	07/25/1974 -

#### Accreditation Events

Accreditation Pathway:	Open Pathway, Year 7
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Upcoming Events:

Comprehensive Evaluation:	2022 - 2023
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In-process Events:

#### Monitoring

Upcoming Events:

In-process Events:

## STUDENT SURVEY FEEDBACK | Financial Aid Office

- Barton's Financial Aid Office (FAO) was made aware of three complaints students made to the ED's Student Feedback System. Barton's FAO submitted to ED requested documentation for the individual cases. Upon review, ED determined Barton's FAO acted in compliance with federal regulations and closed the cases without further concern.
- The table below reflect results from the Fall 2020 Student Services survey of enrolled students.

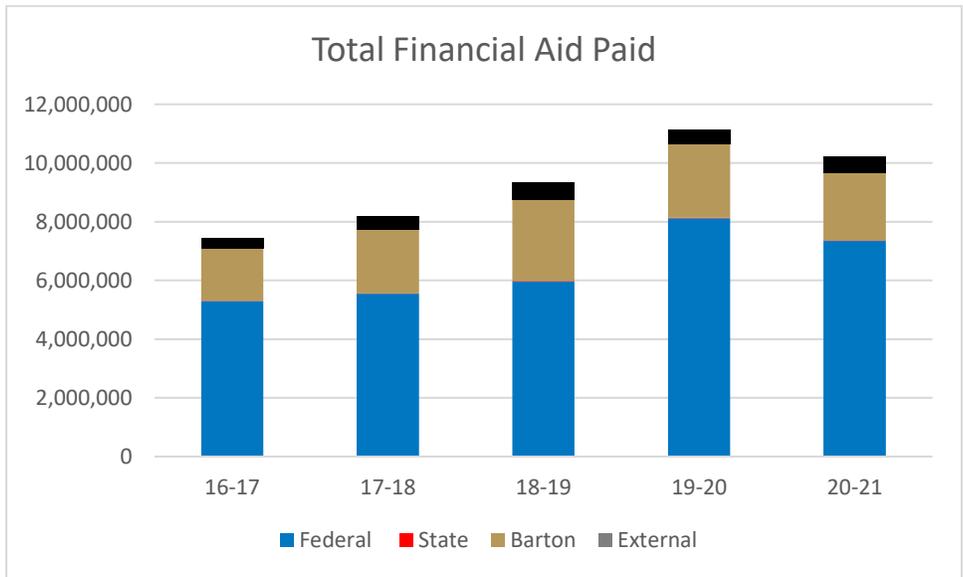
Based on your experience at Barton, please rate the following student services. Financial Aid Office	
Rewarding	22.75%
Good	24.00%
Adequate	9.75%
Poor	1.15%
Did not use service	39.5%

- Results from the Ruffalo Noel Levitz survey are below. The results are out of a 7 point scale. A star indicates the item was in Barton's top ten; a flag indicates Barton's bottom ten. The "SS" column shows where Barton was statistically significantly better or worse than national average. The item that has a flag (Barton only) is also identified as most significantly better vs. the national average.

Barton County Community College – SSI 05/2021												
			Barton Community College - PSOL				Nat'l Online Learners 2017-2020					
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	9	Adequate financial aid available	6.43	5.83	1.78	0.60	6.45	5.79	1.63	0.66	0.04	
	14	I receive timely information on the availability of financial aid	6.33	5.83	1.70	0.50	6.43	5.87	1.55	0.56	-0.04	
★	18	Registration for online courses is convenient	6.69	6.46	1.06	0.23	6.68	6.40	1.13	0.28	0.06	
★	23	Billing & payment procedures are convenient for me	6.63	6.25	1.37	0.38	6.57	6.21	1.29	0.36	0.04	
			Barton Community College - SSI				Nat'l Community Colleges Form B 2017-2020					
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	5	Financial aid awards are announced in time to be helpful in college planning	6.42	5.85	1.58	0.57	6.31	5.54	1.62	0.77	0.31	★
	7	Admissions staff provide personalized attention prior to enrollment	6.28	5.92	1.50	0.36	6.20	5.68	1.48	0.52	0.24	
	15	Financial aid counseling is available if I need it	6.32	5.99	1.48	0.33	6.35	5.84	1.48	0.51	0.15	
	17	Admissions Counselors accurately portray program offerings in their recruiting practices	6.28	5.90	1.52	0.38	6.23	5.68	1.49	0.55	0.22	
Ⓜ	23	This Institution helps me identify resources to finance my education	6.52	5.95	1.57	0.57	6.37	5.60	1.60	0.77	0.35	★

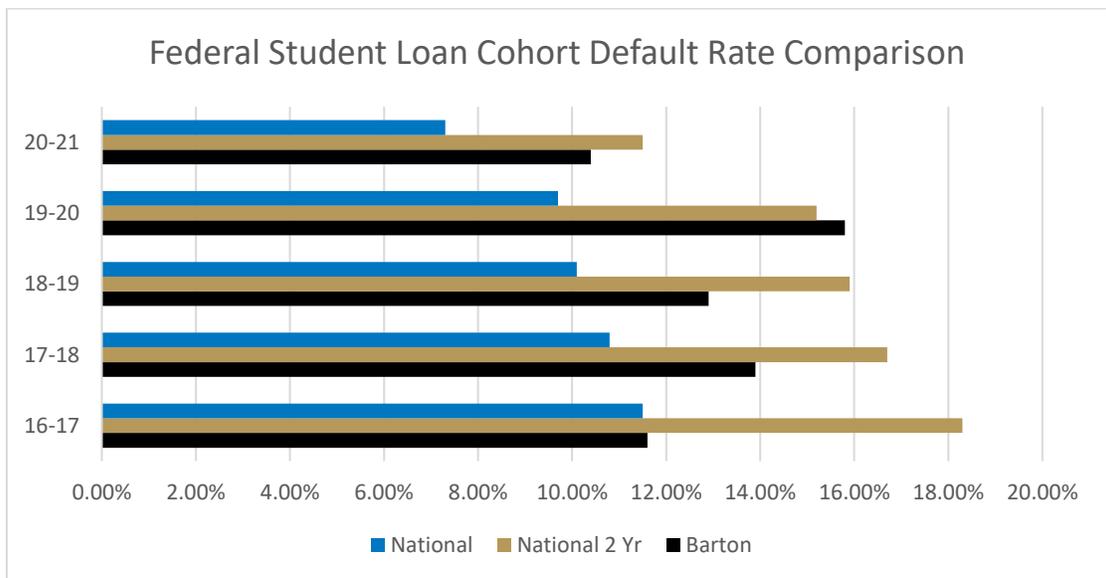
**Total Aid Disbursed:**

- Total aid disbursed decreased from \$11,136,500 for 19-20 to \$10,223,341 for 20-21 for a total decrease of \$913,159.
- The decrease in aid was primarily due to Federal Student Loans being down by \$606,730 and Federal Pell decreased by \$299,586.



**Cohort Default Rates:**

- Barton’s official cohort default rate is currently 10.4%. This is a decrease by 5.4% from last year.
- The rate is below the cautionary zone with the U.S. Department of Education and is on par with the national rate for 2-year public institutions which is 11.5%.



## OTHER DATA | Trend Analysis

While “Total Aid Disbursed” and “Cohort Default Rates” are the two primary KPI’s indicating the overall health of Barton’s financial aid operations, additional data is used to help gauge efficiency of operations and identify opportunities for improvement or for targeting resources for best use.

### Published Financial Aid Data

Barton’s Financial Aid Office annually publishes data and information for public view.

Published at <http://www.bartonccc.edu/financialaid/office/stats>, the public will find the following:

- Year-End Financial Aid Statistics
- Demographic Information
- Historical Annual Award Summary Details
- Historical Loan Statistics

### Other Data

**Processing Statistics:** Of note, while the average time to process a federal aid application is at 9 weeks that number takes into account those applicants who appeal due to Satisfactory Academic Progress issues, Professional Judgments requested, or difficult Verification situations. 536 applications were awarded within two weeks or less; 370 were awarded in 3-4 weeks.

Aid Year	# of FAFSA's Received	# of FAFSA's Awarded	% of FAFSA's Awarded	# of FAFSA's Awarded Pell	# Verified / % Verified		% Verified Selected by CPS / Barton		Average Time to Process	Unduplicated Number of Students Receiving Aid
20-21	3976	1953	49%	1179	883	22%	63%	37%	9 weeks	2089
19-20	4151	2080	50%	1298	1783	42%	83%	17%	7 weeks	2198
18-19	4262	1762	41%	1173	987	23%	76%	24%	17 weeks	2498
17-18	4210	1459	35%	874	1139	27%	77%	23%	12 weeks	2241
16-17	4004	1364	34%	963	1046	26%	67%	33%	10 weeks	2242

### College Mission:

Barton offers exceptional and **affordable** learning opportunities supporting student, community, and employee needs.

### **Financial Aid Office Accomplishments for Aid Year 20-21:**

#### ✓ **Experimental Sites Initiative | Second Chance Pell:**

This initiative allows Barton to provide Federal Pell Grant funding for direct costs to incarcerated students. While there is a prohibition on these students receiving federal funds, under this experiment Barton is partnering with the U.S. Department of Education to provide data in this study.

#### ✓ **HEERF Funding:**

The U.S. Department of Education provided HEERF I, II, and III funds for students under the CARES, CRRSAA, and American Rescue Plan. Detailed information is available on the Barton website at this link:

<https://www.bartonccc.edu/community/boardoftrustees/transparency/heerf>

Since March, 2020, Barton's Financial Aid Office has distributed \$1,046,526 to students who have been financially-impacted due to COVID. There is \$2,329.465 remaining to distribute in 2021-22.

#### ✓ **Implementing Scholarship Universe:**

Barton's Financial Aid Office is implementing Scholarship Universe as a centralized scholarship processing mechanism with both student-facing and staff-facing functionality. This tool will help Barton to streamline the scholarship process. With the implementation of the Foundation Scholarship application through Scholarship Universe, over 300 applications were received versus around 100 in previous years. Boost Scholarship applicants were able to apply online eliminating the need for a high school official to complete and submit a paper certification to Barton.

#### ✓ **Verification Exclusions:**

On July 13, 2021, the U.S. Department of Education unexpectedly announced institutions had the option to forego verification of income elements reported on the FAFSA. This went into effect immediately for 2021-22, and would remain in effect until June 30, 2022. This necessitated a processing change and update to exiting policies and procedures for the 21-22 aid year.

**Federal Regulations:**

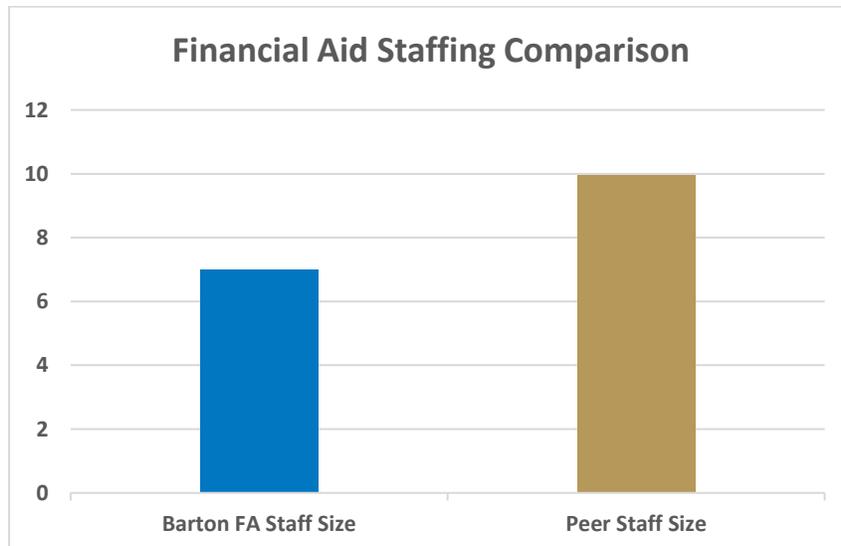
§ 668.16 Standards of administrative capability.

To begin and to continue to participate in any Title IV, HEA program, an institution shall demonstrate to the Secretary that the institution is capable of adequately administering that program under each of the standards established in this section. The Secretary considers an institution to have that administrative capability if the institution -

- (b)
  - (1) Designates a capable individual to be responsible for administering all the Title IV, HEA programs in which it participates and for coordinating those programs with the institution's other Federal and non-Federal programs of student financial assistance. The Secretary considers an individual to be “capable” under this paragraph if the individual is certified by the State in which the institution is located, if the State requires certification of financial aid administrators. The Secretary may consider other factors in determining whether an individual is capable, including, but not limited to, the individual's successful completion of Title IV, HEA program training provided or approved by the Secretary, and previous experience and documented success in administering the Title IV, HEA programs properly;
  - (2) Uses an adequate number of qualified persons to administer the Title IV, HEA programs in which the institution participates. The Secretary considers the following factors to determine whether an institution uses an adequate number of qualified persons -

**Financial Aid Staff Size:** This represents a comparison to peer institutions using NASFAA’s Staffing Survey tool.

- Barton’s Financial Aid Office = 7 staff members
- Peer Institutions = 9.95 staff members



Barton’s FA Office is highly automated and have staff members with longevity which explains how the operations work efficiently and compliantly. Page 7 of the report shows the training for the office.

## Criteria for Accreditation:

*Criterion 3. Teaching and Learning: Quality, Resources, and Support*

**3.C.** The institution has the faculty and staff needed for effective, high-quality programs and student services.

Staff members providing student support services, such as tutoring, financial aid advising, academic advising and cocurricular activities, are appropriately qualified, trained and supported in their professional development.

### Assumed Practices:

B. Teaching and Learning: Quality, Resources, and Support

3. Support Services

- a. Financial aid advising clearly and comprehensively reviews students' eligibility for financial assistance and assists students in a full understanding of their debt and its consequences.

The table below shows direct financial aid counseling support to students. There is additional tangential operational support from other departments such as Barton's Business Office, Registrar/Enrollment Services, Academic Advising, Admissions, the Foundation, Institutional Technology, Institutional Research, and Athletics. Page 7 of the report shows the training for the office.

Financial Aid Support Services for Barton Students	
<b>Face-to-Face (Great Bend Facilities)</b>	<b>Face-to-Face (Ft Riley Facilities)</b>
<ul style="list-style-type: none"><li>• Director of Financial Aid</li><li>• Assistant Director of Financial Aid</li><li>• Financial Aid Officers</li><li>• Financial Aid Compliance Officers</li><li>• Student Support Services</li><li>• Upward Bound (English and Spanish)</li></ul>	<ul style="list-style-type: none"><li>• EOC Academic Advisor</li><li>• Ft Riley Front Office Staff (paperwork intake)</li></ul>
<b>Face-to-Face (EOC Facilities)</b>	<b>Distance (Email, Phone, Mail, Zoom)</b>
<ul style="list-style-type: none"><li>• Great Bend (Main Street)<ul style="list-style-type: none"><li>✓ Academic Advisors</li></ul></li><li>• Junction City<ul style="list-style-type: none"><li>✓ Project Director</li><li>✓ Academic Advisor</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Director of Financial Aid</li><li>• Assistant Director of Financial Aid</li><li>• Financial Aid Officers</li><li>• Financial Aid Helpdesk</li><li>• Financial Aid Program Support Officer</li><li>• Financial Aid Risk Management Officer</li><li>• Appointment Plus (Schedule an Appointment)</li><li>• Voice Mail (Leave a Message)</li><li>• Campus Logic (Secure Document Upload)</li></ul>

## 2020-21 PROFESSIONAL DEVELOPMENT

DATE	ATTENDEES	Training Event/Meeting Venue	TOPIC
October, 2020	Samantha Thier, FA Officer Latisha White, FA Compliance Officer	RMASFAA Conference Annual Conference (Virtual)	Financial Literacy   At Risk Populations
October, 2020	Kaitlin DeWerff, FA Officer Leann Steinert, FA Officer	NASFAA Webinar	New FA Officer Training
October, 2020	Leann Steinert, FA Officer	NASFAA Webinar	Financial Aid Programs
October, 2020	Kaitlin DeWerff, FA Officer Samantha Their, FA Officer	RMASFAA Annual Conference (Virtual)	U.S. Department of Education Training
October, 2020	Kaitlin DeWerff, FA Officer	NASFAA Webinar	Student Eligibility
October, 2020	Leann Steinert, FA Officer	NASFAA Webinar	Application Process
October, 2020	Leann Steinert, FA Officer Latisha White, FA Compliance Officer	RMASFAA Webinar	Student Eligibility
October, 2020	Kaitlin DeWerff, FA Officer	NASFAA Webinar	Cost of Attendance
October, 2020	Whitney Asher, Assistant FA Director	RMASFAA Annual Conference (Virtual)	Federal Student Aid Training
October, 2020	Samantha Thier, FA Officer Latisha White, FA Compliance Officer	RMASFAA Conference (Virtual)	Working Remotely
November, 2020	Myrna Perkins, FA Director	NASFAA Credential	Satisfactory Academic Progress
November, 2020	Myrna Perkins, FA Director	NASFAA Credential	TEACH Grants
December, 2020	FA Office Staff Members	Virtual Federal Student Aid Conference	Federal Student Aid Topics
December, 2020	Myrna Perkins, FA Director	NASFAA Credential	Campus-Based Programs
December, 2020	Myrna Perkins, FA Director	NASFAA Credential	Packaging and Notification of Awards
December, 2020	Myrna Perkins, FA Director	NASFAA Credential	Federal Pell Grants and Iraq and Afghanistan Service Grants
December, 2020	Myrna Perkins, FA Director	NASFAA Credential	Direct Loans
January, 2021	Kaitlin DeWerff, FA Officer	Webinar	Challenging Verification Issues
April, 2021	Samantha Their, FA Officer Shanda DeYoung, FA Compliance Officer	KASFAA Spring Conference	Various Financial Aid Topics
April, 2021	Whitney Asher, Assistant FA Director	Ellucian Live 2021 Conference (Virtual)	Banner Functionality
April, 2021	Myrna Perkins, FA Director	NASFAA Certification	Financial Aid Administrator Certification
April, 2021	Myrna Perkins, FA Director	NASFAA Credential	Renewal – Administrative Capability
May, 2021	Myrna Perkins, FA Director	NASFAA Credential	Renewal – Return of Title IV Funds
May, 2021	Myrna Perkins, FA Director	NASFAA Credential	Renewal – Cash Management
June, 2021	Leann Steinert	RMASFAA Summer Institute, Nebraska	Various Financial Aid Topics

[https://www.nasfaa.org/uploads/documents/NASFAA\\_Credentials\\_Earned\\_by\\_Name.pdf](https://www.nasfaa.org/uploads/documents/NASFAA_Credentials_Earned_by_Name.pdf)

[https://www.nasfaa.org/uploads/documents/nasfaa\\_certification\\_registry\\_by\\_last\\_name.pdf](https://www.nasfaa.org/uploads/documents/nasfaa_certification_registry_by_last_name.pdf)

FY23 FAO Budget Request		
Professional Development Funds:		Justification:
❖ Federal Student Aid Conference	\$2,000.00	<p><i>Criterion 3. Teaching and Learning: Quality, Resources, and Support</i></p> <p><b>3.C.</b> The institution has the faculty and staff needed for effective, high-quality programs and student services.</p> <p>Staff members providing student support services, such as tutoring, financial aid advising, academic advising and cocurricular activities, are appropriately qualified, trained and supported in their professional development.</p> <p>Annually, Barton receives an Administrative Cost Allowance (ACA) from the U.S. Department of Education which is a sum of money required to be spent on the offset of financial aid administration. The 20-21 annual amount received by Barton was \$4,800 which would mostly offset this budgetary request and indicate a link to compliance with the intended purpose.</p>
❖ Annual NASFAA Conference	\$2,000.00	
❖ Regional/State Conferences/NASFAA Credentials	\$800.00	
<b>Total:</b>	<b>\$4,800.00</b>	<b>ACA: \$4,800.00</b>
Association Dues:		
❖ NASFAA Dues	\$2,600.00	<p>The Financial Aid Office uses these resources as references and for networking in the administration of federal financial aid.</p>
❖ RNASFAA Dues	\$250.00	
❖ KASFAA Dues	\$150.00	
<b>Total:</b>	<b>\$3,000.00</b>	
<b>Grand Total:</b>	<b>\$7,800.00</b>	

The Financial Aid Office must have goals that are flexible enough to allow for any unexpected directives the U.S. Department of Education or other stakeholders give to schools. Keeping that in mind, Barton's Financial Aid Office will be working on the following for aid year 21-22:

- ✓ **Kansas Promise Scholarships** – Late spring of 2021, Kansas schools learned of the approval by the Kansas State Legislature to fund Kansas Promise Scholarships for aid year 2021-22. Barton's FA Office will work on the administration of this new program to benefit students across the state.

Barton's 2021-22 allocation is \$536,000.00.

Link: <https://www.bartonccc.edu/promiseact>

- ✓ **Distribution of HEERF Funds** – Barton will continue working on distributing HEERF funds to students financially-impacted by COVID. HEERF III fund parameters were extended to DACA and international students. Barton has streamlined the distribution process while ensuring compliance with the statute.

Barton's 2021-22 allocation is \$2,479,809.

Link: <https://www.bartonccc.edu/community/boardoftrustees/transparency/heerf>

- ✓ **Experimental Sites Initiative | Second Chance Pell** – Barton's FA Office has entered into the second year of participation in the U.S. Department of Education's opportunity for selected schools to administer Federal Pell Grants to residents of correctional facilities.

Barton's 2021-22 allocation is \$219,825.

- ✓ **Self Service Banner 9 (SSB 9)** – Barton's Financial Aid Office is developing the financial aid information for students which is accessed through their Barton Portal Account. The enhancements will be more intuitive, visually enhanced, and the Barton's FA Office will be able to incorporate more customized messages to targeted student populations.

- ✓ **P&P Builder**– Barton's Financial Aid Office will be moving the Financial Aid Policy & Procedure manual to the NASFAA P&P Builder format. This will ensure all compliance requirements are met.

- ✓ **FA Office Self-Assessment** – In conjunction with moving the Financial Aid Policy & Procedure manual to the NASFAA P&P Builder, the FA Office will also be working through NASFAA's Compliance Engine to assess compliance with federal regulations. Previous internal self-assessments were performed in 2006, 2012, and 2017.