

2022-23 Annual Program Review | Financial Aid Office

12-Oct-2023 | 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 FY25, and identify future projects for improvement based upon data and anecdotal analysis.

EXTERNAL EVALUATION RESULTS | ACCREDITATION STATUS | STATUS with Department of ED

As required by the U.S. Department of Education, Barton's Financial Aid Office underwent an annual Single Audit which was conducted by the firm of Adams, Brown, Beran & Ball during 2023. At the end of the audit, the lead auditor reported the identified findings will be reported to the U.S. Department of Education by March 2024.

1) Incorrect Number of Break Days in R2T4 Calculation

Students who withdrew during the year and were on the Great Bend Face to Face academic calendar had seven break days excluded from their R2T4 calculation. The logic behind this was that campus is technically only closed for one calendar week for both Thanksgiving and Spring break. However, per the Student Financial Aid handbook, a scheduled break is considered all days between the last scheduled day of classes before a scheduled break and the first day classes resume. Since classes ended on a Friday and didn't resume until the second subsequent Monday, the correct number of break days to be excluded would be nine, which is what had been used in years prior.

Response: The Director of Financial Aid determined that 8 students were impacted by this, and recalculated the return amounts. Since the aid year was still open, these were reported to the U.S. Department of Education. In total, Barton \$90.00 to the U.S. Department of Education due to this error. However, it should be noted there was an offset by 2 students so the total recalculation was \$2,184.

2) Incorrect Verification Code Reported

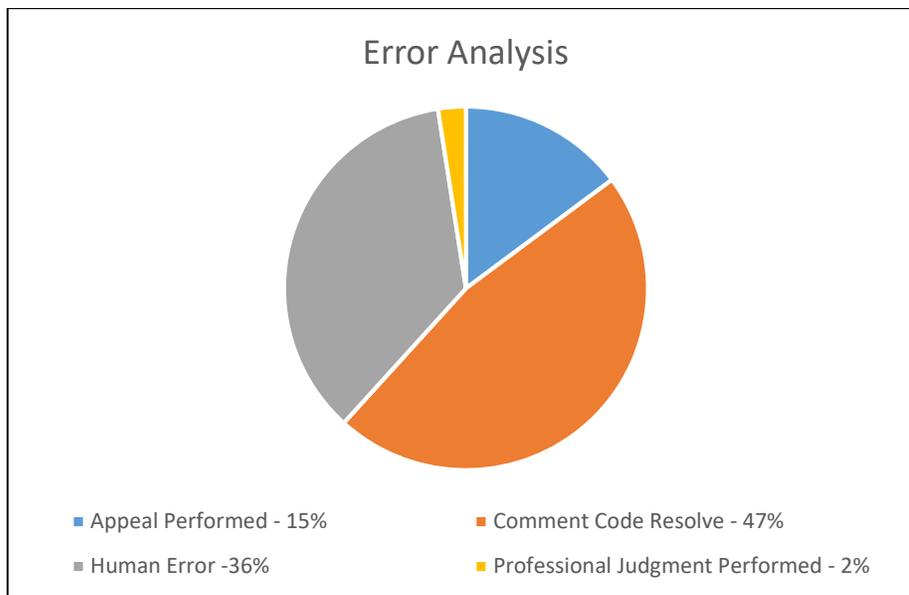
Of forty students tested for verification procedures, five were reported to COD as having been selected for verification when they hadn't been.

Response: The Director of Financial Aid reviewed and found the identified the issues related to reporting incorrectly. The Financial Aid Office reviewed all verification codes for 22-23. Of the 1225 verification codes reported to the U.S. Department of Education, eighty-one were identified with an inaccurate verification code or

1.4%. These were all updated in Banner, while seventy-five were additionally updated in Common Origination and Disbursement (COD) for Federal Pell recipients. Loan-only recipients cannot be updated in COD. This was affirmed with COD support which was contacted. The 2022-23 FSA Handbook also supports this. Of note, there was no monetary amount associated with this finding.

Doing an analysis of the reason for the errors, the reasons fell in this order:

1. Comment Code Resolution - 47%
2. Human Error – 36%
3. Appeal Performed – 15%
4. Professional Judgment Performed – 2%



To ensure the codes are correct in the future, the Financial Aid Office implemented the following:

- Additional training for staff regarding the correct assignment of codes and on how Student Forms/Campus Logic updates the status in Banner.
- Financial Aid Officers will manually check the status as part of the awarding process.
- A monitoring report has been built and will become part of the routine monitoring of this.

3) **Inaccurate Enrollment Reporting**

During testing, the auditor identified that three of the fourteen students tested did not have an enrollment status change reported. The auditor recommended the College review its controls to ensure that accurate enrollment information is reported to NSLDS.

Barton’s Registrar has determined Banner Enrollment Reporting can be set up to report changes in enrollment without impact to billing or state funding data.

While these findings will be reported to the U.S. Department of Education, Barton remains in good standing with administration of federal aid.

Barton Community College is in good standing with the Higher Learning Commission. In 2023, HLC reaffirmed Barton accreditation in good standing.

Accreditation Status:

Accreditation Status:	Accredited
Accredited	07/25/1974 -
Candidate	03/31/1971 - 07/24/1974

Nature of Institution

Control:	Public
Degrees Awarded:	Associates

Reaffirmation of Accreditation:

Year of Last Reaffirmation of Accreditation:	2022 - 2023
Year of Next Reaffirmation of Accreditation:	2032 - 2033



FEDERAL STUDENT AID  "START HERE. GO FURTHER."

UNITED STATES DEPARTMENT OF EDUCATION

**FEDERAL STUDENT AID
SCHOOL ELIGIBILITY SERVICE GROUP**

PROGRAM PARTICIPATION AGREEMENT

Effective Date of Approval:	The date on which this Agreement is signed on behalf of the Secretary of Education
Approval Expiration Date:	June 30, 2024
Reapplication Date:	March 31, 2024

Name of Institution: **Barton County Community College**
Address of Institution: **245 North East 30 Road**
Great Bend, KS 67530-9283

STUDENT SURVEY FEEDBACK | FINANCIAL AID OFFICE

- Barton's Financial Aid Office (FAO) was not made aware of any student complaints made to the U.S. Department of Education (ED) during 2022-23 aid year.
- As well, Barton's FAO was not made aware of any student complaints made to HLC which were strictly directed to financial aid.
- As part of the HLC Comprehensive Visit during the fall of 2022, Barton deployed a survey to students. Below is the data regarding financial aid from that survey.

HLC Student Survey Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Mean	Total
A school financial aid officer provided financial aid counseling to help me understand the responsibilities of borrowing money to finance my education	5	9	21	25	22	3.61	82

- The table below reflect results from the Fall 2022 Student Services survey of enrolled students.

Based on your experience at Barton, please rate the following student services - Financial Aid Office.	Those who used the service
Rewarding + Good	80.5%
Rewarding + Good + Adequate	98.0%
Did not use service	34.0%

- The first table below reflects Noel Levitz survey results provided from Institutional Effectiveness. The second table is a comparison of 2021 to 2023 survey results.

FACE-TO-FACE							
Item	Barton			Midwest Community Colleges			Difference
	Importance	Satisfaction	Gap	Importance	Satisfaction	GAP	
Financial aid awards are announced in time to be helpful in college planning.	80%	67%	13%	83%	66%	17%	1%
Financial aid counseling is available if I need it.	70%	70%	0%	84%	34%	10%	-4%

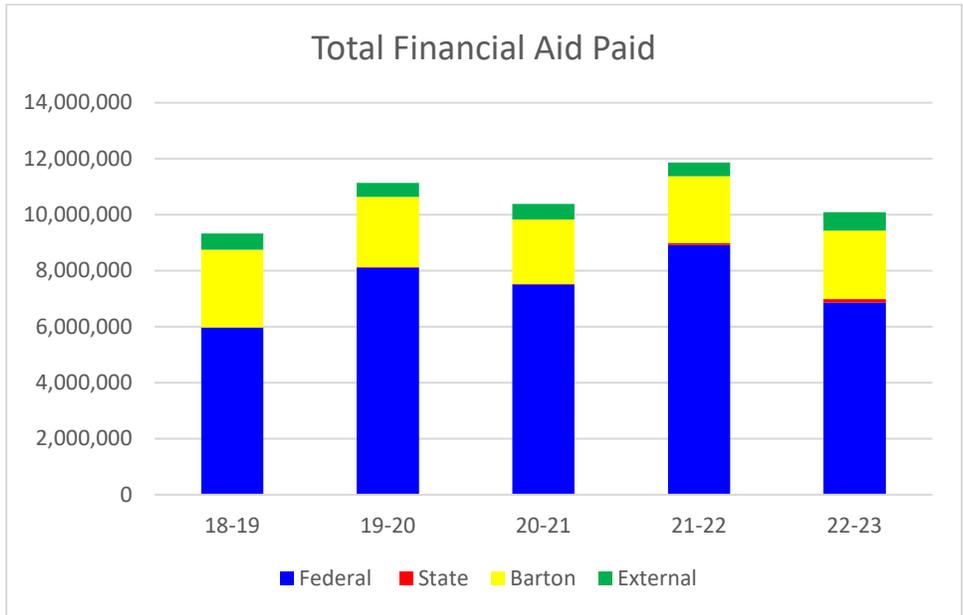
Online							
Item	Barton			Midwest Community Colleges			Difference
	Importance	Satisfaction	Gap	Importance	Satisfaction	GAP	
Adequate financial aid is available.	82%	24%	8%	85%	67%	18%	7%

2023 vs 2021 Changes FACE-TO-FACE			
Item	2023	2021	Change
This institution helps me identify resources to finance my education.	84%	78%	6%
Financial aid awards are announced in time to be helpful in college planning.	67%	71%	-4%
Financial aid counseling is available if I need it.	70%	77%	-7%

2023 vs 2021 Changes Online			
Item	2023	2021	Change
I receive timely information on the availability of financial aid.	79%	70%	9%
Adequate financial aid is available.	74%	70%	-4%

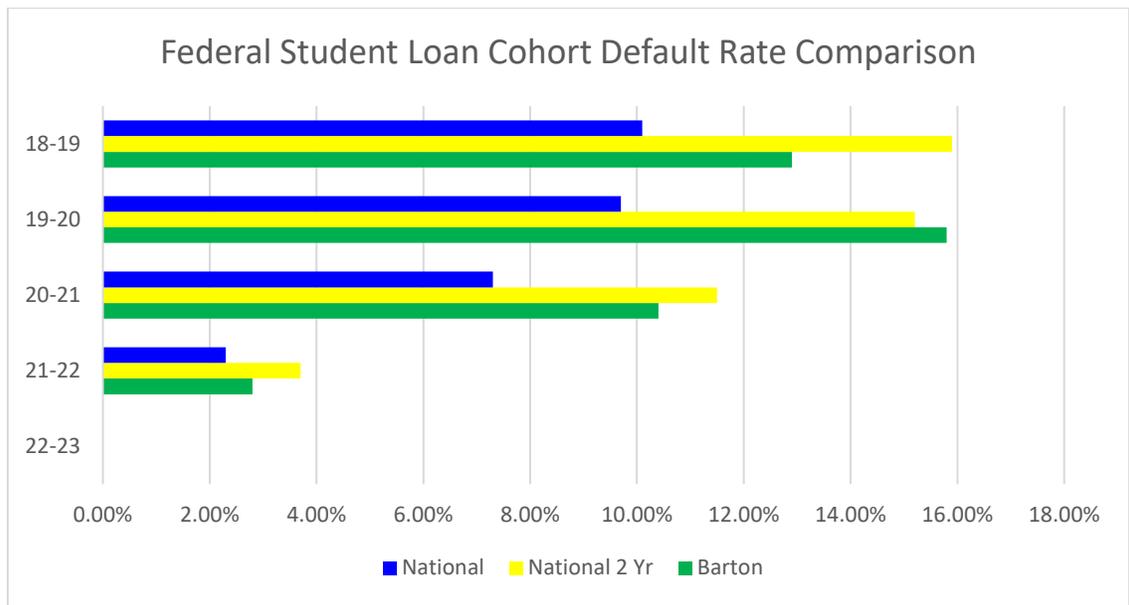
Total Aid Disbursed:

- Total aid disbursed decreased from \$11,869,032 for 21-22 to \$10,088,805 for 22-23. This calculates to a total decrease of \$1,780,227 directly attributable to the ending of Federal HEERF funding for students.



Cohort Default Rates:

- Barton’s official cohort default rate is currently 0.0%, which is due to the pause on student loan payments during COVID-19.



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, the number of applications verified was decreased due to the COVID-19 waiver of V1 (income) verification. This likely accounts for the decreased in average processing time.

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
22-23	3964	1501	38%	1391	287	7%	83%	17%	6 weeks	2164
21-22	4107	2164	52%	1050	1204	29%	63%	37%	8 weeks	2664
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

HOW THE FINANCIAL AID OFFICE SUPPORTS THE COLLEGE MISSION

College Mission:

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

Barton Financial Aid Office Mission:

Barton's Financial Aid office provides exceptional service to support affordable learning.

Financial Aid Office Accomplishments for Aid Year 22-23:

- ✓ **Kansas Promise Scholarships** – Barton's Financial Aid Office continues to promote and process KS Promise Scholarships for students.

Barton's disbursements for KS Promise for 2021-22:	\$ 52,277.00
Barton's disbursements for KS Promise for 2022-23:	\$109,071.00

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

- ✓ **Second Chance Pell** – Barton's Financial Aid Office continues to promote and process Second Chance Pell for incarcerated individuals.

Barton's disbursements for Second Chance Pell for 2021-22:	\$106,498.00
Barton's disbursements for Second Chance Pell for 2022-23:	\$160,491.00

- ✓ **Completed Phase 1 of FA Operations Overhaul** – The Financial Aid Office completed an update of the Policy and Procedure manual incorporating all compliance topics. The previous manual was 96 pages while the new manual is 346 pages, a testament to the completeness of the manual. The next phase of the Overhaul will be to update the operations manual which has the step-by-step processes. These are also in need of updating.
- ✓ **Financial Aid Office Reorganization** – The Financial Aid Office also underwent a reorganization with redistributed responsibilities, broader cross-training, and defined oversight of essential tasks.
- ✓ **Updating Reports** – The Financial Aid Office also began the task of reviewing and updating reports in preparation for FAFSA Simplification. This project includes training the financial aid team on understanding how Banner works and learning to write Access reports.

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 -

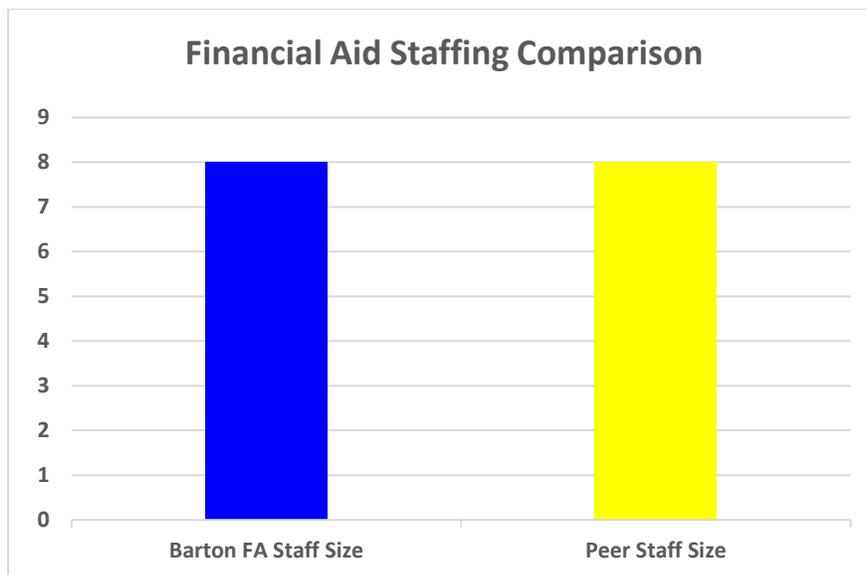
(b)

(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 = 8 staff members
- Peer Institutions = 8 staff members



Financial Aid Offices across the country are experiencing a shortage of staff, equalizing Barton's staff size to that reflective to peers.

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. The next page of this report shows the training for the office.

Financial Aid Support Services for Barton Students	
<u>Face-to-Face (Great Bend Campus)</u>	<u>Face-to-Face (Military Facilities)</u>
<ul style="list-style-type: none"> • Director of Financial Aid • Financial Aid Officers • Financial Aid Helpdesk • Student Support Services • Central Kansas Upward Bound • Upward Bound 	<ul style="list-style-type: none"> • Ft Riley EOC Academic Advisor • Ft Riley & Ft Leavenworth Front Office Staff (paperwork intake)
	<p><u>Correctional Facilities (Ellsworth & Larned)</u></p> <ul style="list-style-type: none"> • EOC Academic Advisor • Coordinator of Correctional Education • Career Advisor
<p><u>Face-to-Face (EOC Facilities)</u></p> <ul style="list-style-type: none"> • Great Bend (Main Street) <ul style="list-style-type: none"> ✓ Academic Advisors • Grandview Plaza <ul style="list-style-type: none"> ✓ Program Director 	<p><u>Distance (Email, Phone, Mail, Zoom)</u></p> <ul style="list-style-type: none"> • Director of Financial Aid • Financial Aid Compliance Officers • Financial Aid Technical Support Specialist • Financial Aid Officers • Financial Aid Helpdesk

2022-23 PROFESSIONAL DEVELOPMENT

DATE	ATTENDEES	Training Event/Meeting Venue	TOPIC
September, 2022	Leann Steinert	NASFAA Webinar	Fresh Start Information
September, 2022	Kaitlin DeWerff	NASFAA Credential	Verification
September, 2022	Leann Steinert	NASFAA Credential	Satisfactory Academic Progress
October, 2022	Leann Steinert	NASFAA Webinar	FAFSA Simplification
October, 2022	Kaitlin DeWerff Leann Steinert	NASFAA Webinar	FAFSA Simplification
November, 2022	Latisha White	NASFAA Credential	Satisfactory Academic Progress
December, 2022	Kaitlin DeWerff	NASFAA Webinar	Timely Aid Processing
December, 2022	Shanda DeYoung Kaitlin DeWerff Latisha White Leann Steiner Jenni Miller Myrna Perkins	FSA 2021 Virtual Conference	FSA Conference Sessions Federal Update
March, 2023	Leann Steinert	NASFAA Webinar	Professional Development
April, 2023	Leann Steinert	NASFAA Webinar	FAFSA Simplification
April, 2023	Myrna Perkins	2023 KASFAA Conference	Conference Sessions
May, 2023	Leann Steinert Myrna Perkins Kaitlin DeWerff Logan Marshall Michelle Freeman	NASFAA Webinar	COA Information
June, 2023	Shanda DeYoung Kaitlin DeWerff Latisha White Leann Steinert Jenni Miller Michelle Freeman Logan Marshall Myrna Perkins	NASFAA 2023 Virtual Conference	Conference Sessions
July, 2023	Latisha White	NASFAA 2022 Virtual Conference	How to Effectively Serve Online Students
July, 2023	Shanda DeYoung Kaitlin DeWerff Latisha White Leann Steinert Jenni Miller Michelle Freeman Logan Marshall Myrna Perkins	FSA Webinars	FAFSA Simplification

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

FY24 FAO Budget Request		
Professional Development Funds:		Justification:
❖ Federal Student Aid Conference	\$0.00	<p><i>Criterion 3. Teaching and Learning: Quality, Resources, and Support</i></p> <p>3.C 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 22-23 annual amount received by Barton was \$5,245 which would offset this budgetary request and indicate a link to compliance with the intended purpose.</p> <p>[Note: The FSA Conference is virtual.]</p>
❖ Annual NASFAA Conference	\$3,000.00	
❖ Regional/State Conferences/NASFAA Credentials	\$2,200.00	
Total:	\$5,200.00	ACA: \$5,245.00
Association Dues:		
❖ NASFAA Dues	\$2,600.00	The Financial Aid Office uses these resources as references and for networking in the administration of federal financial aid.
❖ RNASFAA Dues	\$150.00	
❖ KASFAA Dues	\$150.00	
Total:	\$2,900.00	
Grand Total:	\$8,100.00	

REFLECTION | ACTION ITEMS | IMPROVEMENTS

Barton's Financial Aid Office is embarking on a year-long aspirational project that will review every piece of the financial aid operations. The plan is based on NASFAA's Policy and Procedure Builder and Compliance Engine Self Evaluation and includes the NASFAA Credentials

The tools and plan are based on the following categories:

NASFAA Policy & Procedure Builder	NASFAA Compliance Engine Self Evaluation	NASFAA Credentials
Section 1: Manual Introduction	FERPA	Overview of Financial Aid Programs
Section 2: Administrative Organization and Office Management	FERPA Personnel and Interoffice Communication Standards of Participation in Title IV Programs Statement of Ethical Principles	Administrative Capability
Section 3: Financial Aid Programs	Federal Pell Grants and Iraq and Afghanistan Service Grants Federal Direct Student Loan Program Federal Work-Study Program Federal SEOG Campus-Based Programs, Common Provisions Federal TEACH Grant program Bureau of Indian Affairs Grants	Federal Pell Grants and Iraq and Afghanistan Service Grants Federal Direct Loans Federal Campus-Based Programs Federal TEACH Grants
Section 4: Institutional Requirements Relating to Ed Loans	Institutional Requirements Related to Education Loans	
Section 5: Student Consumer Information Requirements	Student Consumer Information	Consumer Information
Section 6: Applications and Forms		Application Process
Section 7: File Review and Verification	Student Eligibility	Student Eligibility Verification
Section 8: Student Budgets		Cost of Attendance
Section 9: Packaging Financial Aid		Need Analysis Packaging & Notification of Awards
Section 10: Professional Judgment (PJ)		Professional Judgment
Section 11: Disbursements	Cash Management	Cash Management
Section 12: Satisfactory Academic Progress	Satisfactory Academic Progress	Satisfactory Academic Progress
Section 13: Return of Title IV Funds	Return of Title IV Funds	Return of Title IV Funds
Section 14: Institutional Refunds		
Section 15: Title IV Fraud		
Section 16: Audits		
Section 17: Reserved for Institution	COVID-19 National Emergency Checklist	
Section 18: Appendices	Appendix A: Document Control Appendix B: Frequently Used Acronyms Recommended Good Practices	

The plan includes reviewing all the associated processes, communications to students, website information, and financial aid archives. All student-facing information will be reviewed for implicit bias, inclusive language, and against the Gunning Fog Index for understanding.