

October 6, 2016 | Prepared by: Myrna Perkins, Director of Financial Aid

Overview

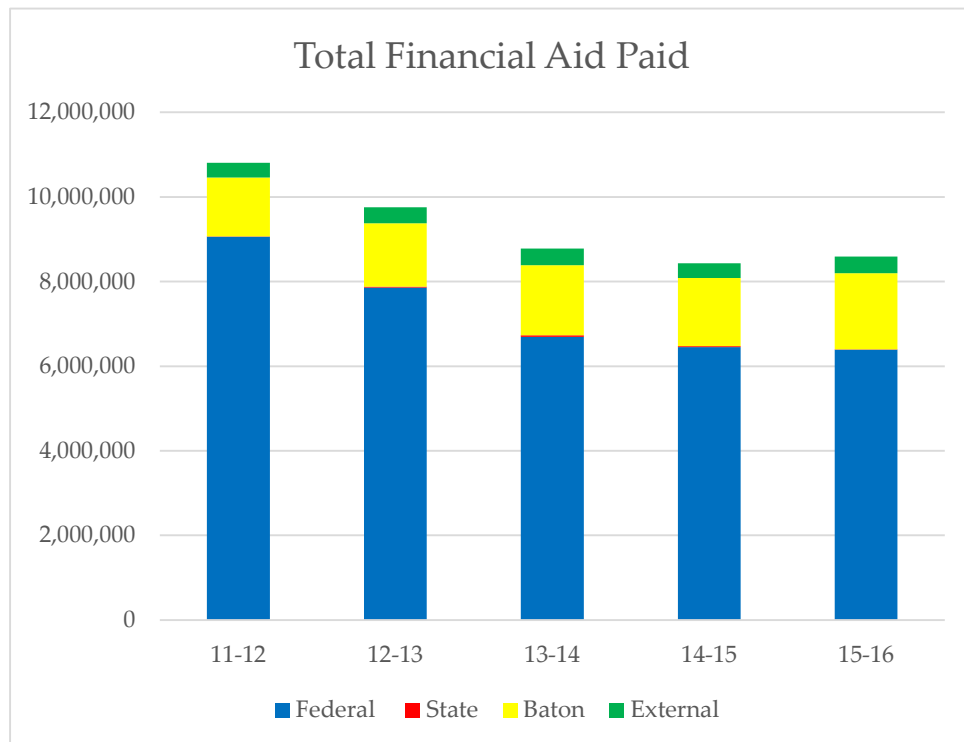
In past years, the Financial Aid Office has produced year-end reports with a few summary statements. Beginning with the 15-16 year-end report, a more in-depth analysis will be provided as not only an end-of-year snapshot, but also, a program review of this service to students geared towards meeting accreditation expectations and industry best practices. Therefore, this report will provide more data, some trend analysis, will identify strengths and opportunities springing from Key Performance Indicators (KPI's) and other evidence, and outline possible action items driven by reflection of the data and information collected.

Annual A-133 Audit

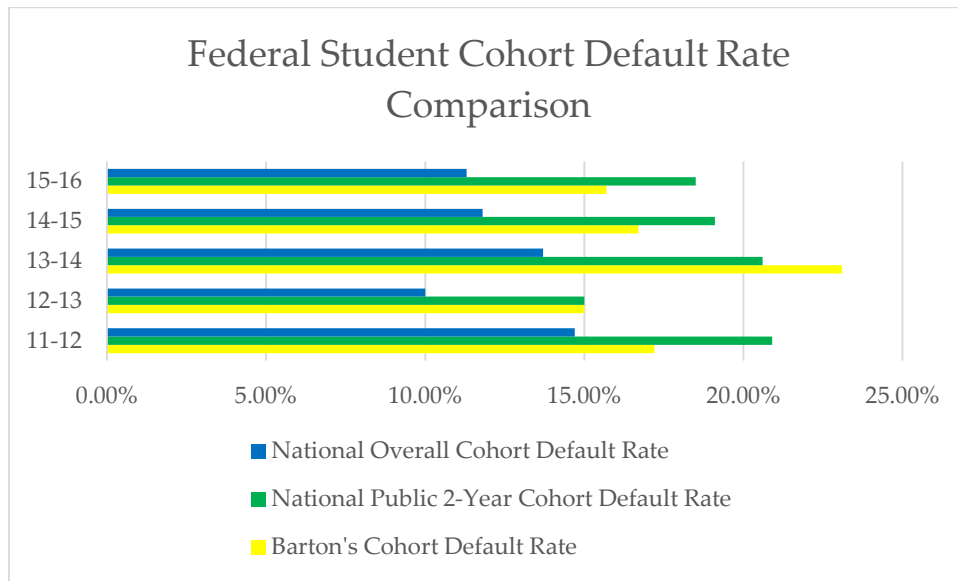
As required by the U.S. Department of Education, Barton's Financial Aid Office went through an annual A-133 audit by the firm of Adams, Brown, Beran & Ball end of Aug. This year, an addendum to the annual audit was a Federal Perkins Loan audit since that program has been closed. At the end of the audit, the auditors confirmed to the Director of Financial Aid, they had determined there were no compliance findings or material weaknesses in the handling of federal funds. The final audit report will be available to Barton sometime October, 2016 and will be sent to the U.S. Department of Education the end of March, 2017 as required for participation in the Title IV programs.

Primary KPI's: Total Aid Disbursed & Cohort Default Rate | Trend Analysis

Total Aid Disbursed: Total aid disbursed increased from \$8,430,456 for 14-15 to \$8,593,718 for 15-16 for a total increase of \$163,262. This was after several years of decline in total aid disbursed. (See also "How FA Supports the College Mission.")



Cohort Default Rates: After a spike in Barton’s default rate to 23.1% for the 13-14 aid year, for two years, Barton’s Financial Aid Office partnered with an outside vendor to manage communication with student borrowers. Beginning with the 15-16 aid, year Barton discontinued the partnership due to an increase in fee structure, and began to build an in-house communication strategy. Barton’s current official cohort default rate is 15.7% after declining for two years straight. This rate is not in a danger zone with the U.S. Department of Education and is below the national rate for 2-year public institutions (18.5%).



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, there is a lot more data that can be used to help gauge efficiency of operations and identify opportunities for improvement or for targeting resources for best use.

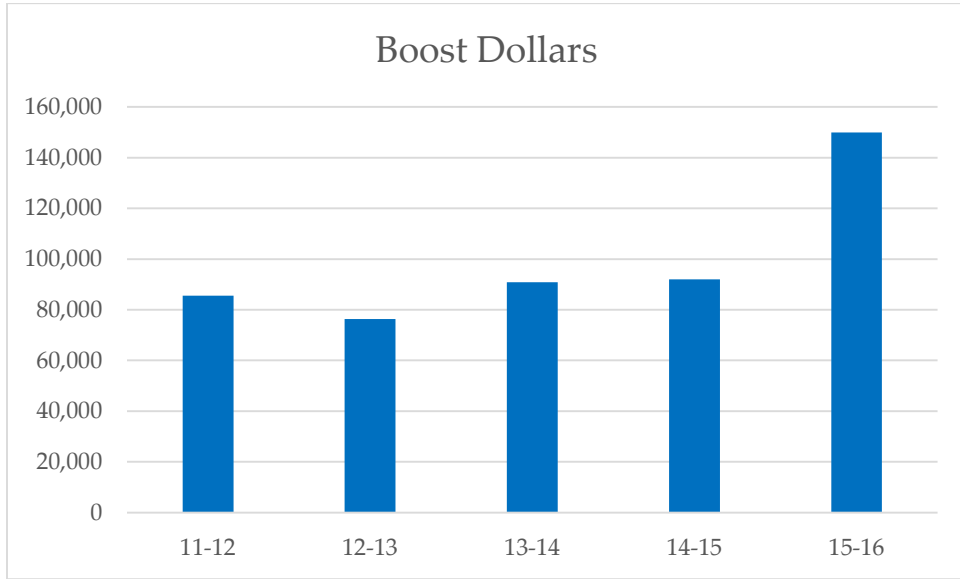
Published Financial Aid Data

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

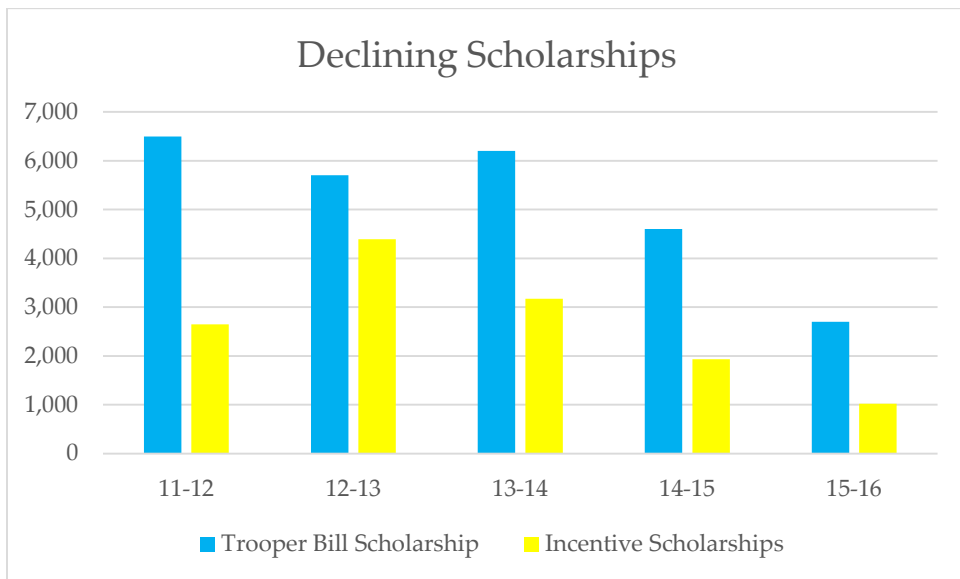
- Year-End Financial Aid Statistics
- Year-End Financial Aid Demographics
- Historical Annual Award Summary Details
- Historical Loan Statistics

2015-16 Trends of Particular Note

Barton Boost: The institutional dollars disbursed to high school students soared upward from \$92,037 for aid year 14-15 to \$150,000 for aid year 15-16. This is an increase of \$57,963 and does not represent vocational classes paid for through SB-155.



Declining Institutional Scholarships: The Trooper Bill Scholarship was first disbursed during the 2008-09 aid year and was established for the purpose of supporting academic excellence for College Program students. The Incentive Scholarship has been paid to students since aid year 2001-02. The last several years have seen declines indicating the intent and effectiveness of these fund may need re-evaluation.



Other Data

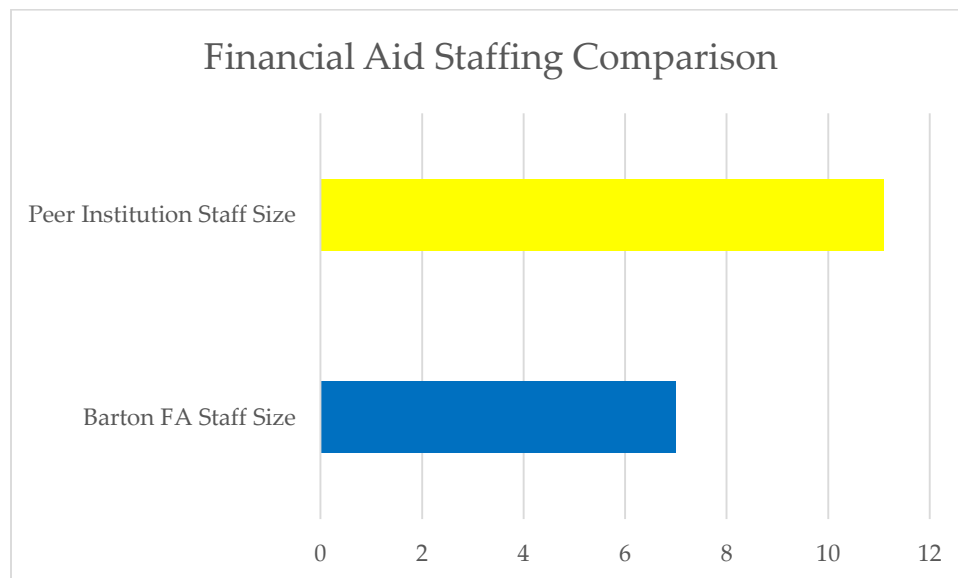
Processing Statistics: Note processing time has increased over the years due to more regulatory requirements.

Aid Year	# of FAFSA's	# of FAFSA's Awarded	# of FAFSA's Awarded Pell	# Verified	% Verified Selected by CPS / Barton	Average Time to Process
15-16	4402	1500	1115	2539	84% / 16%	13 weeks
14-15	4689	1543	1399	2098	78% / 22%	11 weeks
13-14	4692	1571	1212	2495	84% / 16%	13 weeks
12-13	4699	1626	1278	2273	80% / 20%	12 weeks
11-12	3925	1640	1281	2107	82% / 18%	9 weeks
10-11	3671	1584	1241	2193	87% / 13%	7 weeks

Appeals Statistics: Processing appeals for students who are placed on financial aid suspension or who have reached the federal 150% Limit on receiving aid represent a good amount of the time spent processing aid applications.

Aid Year	Appeal Notifications Sent to Students	Appeals Submitted by Students & Processed	Students who had Appeals Approved and were Placed on Academic Plans
15-16	383	379	196
14-15	398	278	192
13-14	338	247	216

Financial Aid Staff Size: This represents a comparison to peer institutions using NASFAA's Staffing Survey tool. (See also "Strengths".)



How FA Supports the College Mission

Generally speaking, the Financial Aid Office assists students with financing to pay for their education. More specifically, the Financial Aid Office tries to target financial aid opportunities to student needs.

Examples of Targeted Financial Aid Enhancements for Aid Year 15-16:

- ✓ Scheduled Academic Years (SAYs) were set up for programs and delivery methods to accommodate schedules unique to a program or venue/delivery method, eliminating the need to prorate Federal Pell for part-of-term enrollments, and making intersession classes eligible for federal aid. The figures below represent aid paid for 15-16 due to switching to SAYs for determining federal aid eligibility.

Winter Intersession	20	\$12,677
No Pell Proration	353	\$219,341
Total Students/Dollars	373	\$232,018

- ✓ The former Academic Scholarship program was broken apart and reconstructed to allow for the Barton Fresh Start Scholarship targeted at non-traditional students who wanted to return to school and finish a degree or certificate.

Total Number of Students Receiving the Fresh Start Scholarship:	34
Total Fresh Start Dollars Disbursed:	\$20,250

- ✓ The other part of the reconstruction of the Academic Scholarship added a top tier to the scholarship grid for traditional students. The top tier is a tuition and books scholarship for those students who met the stringent criteria.

Total Number of Students Receiving the Barton Elite Scholarship:	6
Total Barton Elite Dollars Disbursed:	\$13,822

- ✓ Barton's Financial Aid Office also set up a process by which non-degree-seeking students who were otherwise ineligible for federal aid could receive Federal Direct Student Loans under Preparatory Coursework.

Total Number of Students under Preparatory Coursework:	5
Total Barton Preparatory Coursework Dollars Disbursed:	\$16,203

- ✓ Although the Financial Aid Office put into place processes for students to receive federal aid under the revised ATB provisions and Federal Pell for Larned Juvenile Correctional Facility inmates, the provisions under which students could qualify proved to be too rigorous for these students to benefit.

Strengths

- **Highly Compliant** -- As evidenced from the annual A-133 audits, Barton's Financial Aid Office is highly compliant with federal regulations.
- **Technically Adept**—Barton's staff size runs lean to the staff size of peer institutions. One reason for that is Barton's financial aid processes are highly automated. Financial aid processing is set up using maximum Banner functionality. Barton also tends to be early adopters when new functionality or regulations are introduced.
- **Accurate Staff Configuration**-- Barton's financial aid staff is experienced and cross-trained to ensure agile operations in meeting regulatory and student service needs.
- **Broad Support for Students** -- Through the assistance of TRIO partners, Barton has in place broad financial aid support services for students regardless of the venue or instructional delivery method.

Financial Aid Support Services for Barton Students

Face-to-Face (Great Bend Facilities)

- FA Director (Monday – Wednesday)
- Assistant FA Director
- FA Officers (2)
- FA Helpdesk
- Student Support Services
- Upward Bound (English and Spanish)

Face-to-Face (EOC Facilities)

- Great Bend (Downtown)
 - ✓ Academic Advisors (2)
 - ✓ Project Director (Monday – Wednesday)
- Junction City
 - ✓ Academic Advisor (Tuesday, Thursday, Friday)
 - ✓ Project Director (Thursday)

Face-to-Face (Ft Riley Facilities)

- EOC Academic Advisor (Monday & Wednesday)
- FA Director (Thursday)
- Ft Riley Front Office Staff (paperwork intake)

Distance (Email, Phone, Mail, FaceTime)

- FA Director
- Assistant FA Director
- FA Officers (2)
- FA Helpdesk
- FA Program Support Officer
- Appointment PLUS (Schedule a Phone Appt)
- MappingXpress (Secure Document Upload)
- Voice Mail (Leave a message)

Opportunities

- Recruiting of high school students – With the large increase in the dollars disbursed for the Boost Scholarship for high school students, it seems logical to determine what the conversion rate is for this group of students and how to maximize further recruiting efforts.
- Reinvigoration of Ineffective Scholarship Funds – The effectiveness of institutional aid paid as scholarships should be evaluated and for those funds that do not appear to be effective in meeting the intent of the funds provided, reinvigorated for other targets.
- Contingency Plan—While the Financial Aid Office falls under any overall operational disaster recovery plan, the Financial Aid Office should have a written Contingency Plan to ensure operations continue if faced with a disruption in services (e.g. one staff member able to take on another’s tasks temporarily if that person must be out of the office, etc.)
- Internal Self-Assessment – The last Self-Assessment Barton’s Financial Aid Office did was in 2012. Since federal regulations and industry best practices change frequently, financial aid offices should routinely go through a self-evaluation to stay on top of compliance and student service issues.

Budgetary Needs | FY17

Professional Development Funds:	
❖ Federal Student Aid Conference	\$2,000.00
❖ Annual NASFAA Conference	\$2,000.00
❖ Regional/State Conferences/NASFAA Credentials	\$1,500.00
Total:	\$5,500.00
Association Dues:	
❖ NASFAA Dues	\$2,600.00
❖ RNASFAA Dues	\$500.00
❖ KASFAA Dues	\$200.00
Total:	\$3,300.00
Supplies:	
	\$200.00
Grand Total:	\$9,000.00

Reflection | Action Items

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 hand down to schools. Keeping that in mind, Barton's Financial Aid Office will be working on the following for aid year 17-18:

- ✓ Perform Self-Evaluation – Using NASFAA's newly introduced "Compliance Engine", the Financial Aid Office will work through a Self-Evaluation. This project will begin after the first of the new year and will take several months. All staff members will be involved.

- ✓ Explore Recruitment of High School Students in Conjunction with Aid Paid – This project will involve collecting data on conversion rates for high school students, in particular those who receive scholarships or take classes paid by SB-155. In addition, the project will identify what recruiting practices take place with these students. The information gathered will be analyzed for clues to increasing matriculation after high school graduation.

- ✓ Explore Effectiveness of Declining Institutional Scholarships and Possible Reinvigoration – This project to look at the institutional scholarships which have been declining, re-examine the intent, and make recommendations for restructuring for greater effective use of institutional dollars.

- ✓ Develop Written Contingency Plan – The Financial Aid Office will begin developing a Written Contingency Plan to ensure continuation of operations in case of different situations whether they be catastrophic or mild in nature. This falls under the U.S. Department of Education's expectation that the institution is Administratively Capable.