

Department/Unit: Office of Financial Aid

Year: 2018

Contact Name: Amy Barnhart

Contact Title: AVP Enrollment Management & Director of Financial Aid

Unit Overview/Mission/Purpose

In support of the Wright State University Mission and the Enrollment Management Division Mission, the Office of Financial Aid transforms the lives of students who attend Wright State University by:

- Administering financial aid equitably amongst the University’s diverse student population to further promote recruitment and retention efforts;
- Providing straightforward access for all students to Wright State University scholarship and financial aid resources;
- Maintaining student-centric processes, policies, and procedures to administer aid in accordance with federal, state, and institutional mandates; and
- Upholding the highest levels of ethical behavior in all areas of scholarship and financial aid processing.

Staffing

	FY16*	FY17*	FY18*	FY19
# Full Time Staff	21.0	19.0	14.8	13.8
# Student Employee FTE	8	2	2	2

Success Outcome 1: COMPLIANCE

The Office of Financial Aid is required to maintain compliance with federal and state regulations. The Office of Financial Aid is audited annually for federal compliance through the A-133 audit process and for state compliance through the ODHE audit process.

KPI 1.1 A-133 Audit Report

Data: The A-133 audit is a federal compliance audit that reviews student records, financial transactions, and compliance with federal financial aid regulations. The A-133 audit report is a part of the annual financial reports for the University.

Result: [Audited Financial Reports](#) (active link)

Response/Action Plan: The Office of Financial Aid completes an annual review process of federal regulations to ensure compliance and proper handling of federal financial aid funds. This review process ensure that compliance measures are met and federal aid funds are managed appropriately.

KPI 1.2 State Audit Reports

Data: The Office of Financial Aid is also audited for compliance with state regulations related to aid administration.

Result: The attached reports are summaries of the most recent audit cycles. We have not had any errors through the audit process through ODHE.

Response/Action Plan: The Office of Financial Aid completes training and a review process of all ODHE state aid programs and compliance mandates. This training and review process ensure that all compliance measures are met and state aid is handled appropriately.

Success Outcome 2: QUALITY

Annually, the Office of Financial Aid receives a cohort default rate from the US Department of Education. A cohort default rate is the number of students from a cohort that default on student loans within a three-year period.

KPI 2.1 Cohort Default Rate Comparison Chart

Data: The chart below demonstrates the cohort default rate compared to other IUC peer institutions. The cohort listed went into loan repayment during FY15, and as of September 1, 2018, this group defaulted. Wright State University is tied for fourth lowest default rate among IUC peer institutions.

Institution	FY15 CDR Final Rate	CDR Rank Lowest Rate = 1, Highest Rate = 13	Average UG Student Loan Debt	Loan Debt Rank Lowest Debt = 1 Highest Debt =13
Bowling Green State University	8.7%	6	\$30,814	9
Central State University	28.3%	13	\$35,054	13
Cleveland State University	8.1%	T-4	\$29,380	6
Kent State University	9.7%	T-8	\$32,790	12
Miami University	8.0%	3	\$29,434	5
Ohio University	9.7%	T-8	\$27,993	3
Ohio State University	5.0%	1	\$28,158	4
Shawnee State University	17.7%	12	\$30,554	7
University of Akron	10.8%	10	\$32,033	11
University of Cincinnati	6.9%	2	\$25,877	2
University of Toledo	9.0%	7	\$25,260	1
Wright State University	8.1%	T-4	\$30,677	8
Youngstown State University	12.9%	11	\$31,759	10
Ohio Public Average	10.99%		\$29,983	

Result: The Office of Financial Aid has a lower cohort default rate because the staff challenges the default rate data, provides counseling on repayment processes and policies, and provides an annual update to students regarding positive loan borrowing habits. Nationally, the cohort default rates exceeds 11%. This means that more than 11% of all federal loan borrowers across the country default on their federal student loans. Ohio Ranks 35th out of 50 states for average undergraduate student loan debt.

Response/Action Plan: Wright State University takes great care to educate loan borrowers, and this keeps the default rate lower than the national cohort default rate.

Success Outcome 3: VOLUME

The Office of Financial Aid is charged with processing federal, state, and institutional financial aid for undergraduate, graduate, and professional students at both Dayton and Lake Campuses. Below are volume metrics on key indicators for financial aid administration for FY16, 17, 18, 19. FY19 is in progress, so data below is for summer and fall terms only. Financial aid funds are provided to students for enrollment at Wright State University. As with many indicators, financial aid fluctuates annually depending on enrollment. Even the slightest changes in enrollment can change the amount of aid disbursed to students.

KPI 3.1 Volume Data

Data: All data is from Banner. All FY19 data is as of November 6, 2018

PROCESSES	FY16	FY17	FY18	FY19- in progress
Total enrollment (fall semester, 14 th day-SIBI Dashboard)	17,632	17,346	16,675	15,096
Number of students with financial aid (any type of aid)	13,793	13,805	13,183	10,974
% of enrollment with any type of financial aid	78.23%	79.59%	79.06%	72.69%
FAFSAs received	24,256	23,517	25,937	22,752
FAFSA verifications completed	3,367	3,199	3,386	2,798
Professional judgements processed/completed	1,609	1,187	1,111	746

DISBURSEMENTS	FY16	FY17	FY18	FY19- in progress
Scholarships (I, D, S, O)	\$30,430,620	\$30,871,895	\$30,351,076	\$15,414,494
Pell Grants (F)	\$20,957,180	\$19,481,582	\$19,743,703	\$10,113,275
Supplemental Ed. Opp. Grants (F)	\$689,893	\$379,186	\$689,399	\$184,602
Ohio College Opp. Grants (S)	\$4,179,994	\$4,129,842	\$4,129,950	\$1,948,065
WSU Need-Based Grant (I)	\$808,373	\$821,192	\$341,324	\$277,130
Federal College Work-Study (F)	\$931,829	\$893,926	\$806,804	\$223,307
Student Loans (F)	\$99,093,461	\$90,480,002	\$83,979,562	\$46,374,241
Alternative Student Loans (O)	\$7,050,151	\$6,385,336	\$5,652,672	\$3,197,813
Campus Based Loans (I or D)	\$11,777	\$20,457	\$15,471	\$64,776
Parent Loans (F or O)	\$5,928,143	\$6,103,469	\$5,362,941	\$2,816,931

F= Federal S= State I= Institutional D= Donor O= Other Lender/Partner

Result: The data above displays the amount of financial aid that the Office of Financial Aid provides to students on an annual basis. The amount of aid that is processed for students directly impacts the enrollment at WSU. Additionally, the number of students served by the Office of Financial Aid has held steady at 78-79% annually, and we take great pride in ensuring that students are served with the best possible aid package to enroll at WSU.

Response/Action Plan: Wright State University takes great care to educate aid recipients on financial aid processes. We work with RaiderConnect and other offices to ensure that students have access to federal, state, and institutional aid programs. We will continue to provide quality aid packages to students that meet federal, state, and institutional regulations.

Success Outcome 4: CUSTOMER SERVICE

The Office of Financial Aid serves students, staff, faculty, and administration. Our highest priority is serving students. Daily interactions with staff, faculty, and administration happen on behalf of students. RaiderConnect provides day-to-day advising services on behalf of the Office of Financial Aid; however, the staff within the Office of Financial Aid also provides services directly to students. During peak service times, the staff within the Office of Financial Aid log into Que-Master to handle overflow phone calls from RaiderConnect as well as being a resource for the staff at RaiderConnect.

Heaviest call volume occurs in August and January- prior to the bill payment and term start date for fall and spring semesters. The Office of Financial Aid also uses Service Now Ticketing to handle service requests from RaiderConnect to adjust student financial aid awards, complete processes, etc. The data below demonstrates service volume.

KPI 4.1 Customer Service Data

Data: The data provided comes directly from each program.

	FY16		FY17		FY18		FY19-in progress	
Que-Master- total phone calls received at ext. 5400 and overflow phone calls from RaiderConnect	X-5400	5,325	X-5400	4,615	X-5400	3,832	X-5400	1,996
	Overflow	1,096	Overflow	1,146	Overflow	615	Overflow	3,058
	Total	6,421	Total	5,761	Total	4,447	Total	5,054
HEAT Tickets- processed- service requests for updates to student records	2,860		1,493		0		0	
Service Now Tickets- processed- service requests for updates to student records	0		760		2,155		1,013	

Result: The data shows that the Office of Financial Aid is serving more students, annually. We support RaiderConnect by answer overflow calls, and direct calls to the office from other staff and faculty.

Response/Action Plan: The Office of Financial Aid maintains a phone schedule to help RaiderConnect and to respond to overflow calls quickly. We monitor call volume and assign staff to additional phone service time when necessary.

KPI 4.2 NASFAA Staffing Model (Industry Benchmark)

Data: The Office of Financial Aid also completes the National Student Financial Aid Administrators staffing survey when the data is requested- approximately every two years. The NASFAA survey is used to help offices of financial aid across the country maintain appropriate staffing levels to maintain administrative capability as defined by the US Department of Education. The data obtained from this survey compares the number of full-time and part-time staff within our Office of Financial Aid to those who are considered peer institutions. Peer institutions are based upon the number of enrollment, FAFSAs received, number of aid recipients, and whether or not a one-stop service center is in place for advising. Attached to the end of this report is the most recent survey and the results.

Result: WSU Office of Financial Aid is significantly understaffed and under budgeted compared to peer institutions. As staffing size and budgets decrease, it becomes harder for offices of financial aid to maintain federal aid compliance due to the complexity of programmatic regulations, aid-processing volume, required training, and to meet student demands.

Response/Action Plan: As the university rebounds from the financial aid crisis, the Office of Financial Aid will try to increase in staff size. By increasing the number on staff, the Office of Financial Aid can provide additional opportunities to serve students and serve students better. We will also be able to monitor compliance and new regulations easier and respond to changes in regulations with ease.

Concluding Remarks (optional):

The Office of Financial Aid is a collaborative, innovative, and resource-conscious unit within the Enrollment Management Division of Wright State University. Using staff talent, experience, and technology, we strive to better serve students during times of economic and regulatory change. Scholarships and financial aid enhance student access to realize their dreams of achieving a higher education. The impact of scholarship and financial aid resources for our students will lead to successful careers and positive influences in the communities in which they live and serve.

Staffing Model

This tool allows you to compare your staff size to similar institutions and get an analysis of where you stand. Our Staffing Model allows you to enter a number of variables that are statistically significant in determining staff size in financial aid offices, and generates a custom report that measures your institution's staffing level against other institutions operating in similar circumstances. The 2017 Staffing Model is based on data collected from a survey of members we conducted in October 2016. The results of this survey are fully described in **2017 NASFM Benchmarking Report(2017_nasfaa_benchmarking_report)**. The report will orient you to the parameters required by the Staffing Model and help you interpret your results. The data you input is only used for the purposes of calculation and is not stored in your membership profile or on the NASFAA website in any way.

Institution Type:	Public, 4-year and/or above
NASFAA Regional Affiliation:	MASFAA
Total Number of Undergraduate Students:	13261
Total Number of Graduate/Professional Students:	3414
Total Number of Financial Aid Applicants:	25936
Total Number of Financial Aid Recipients:	13183
Which best describes your financial aid office environment?	Centralized Administration, enrollment management
Does your institution have a one-stop shop?	Yes

PERMANENT, UNDUPLICATED FTE EMPLOYEES

Excluding the financial aid office, indicate the total number of permanent FTE employees across the following departments who are also involved in some aspect of financial aid administration (e.g., admissions counselor who also assists with financial aid applications)

Student Accounts /Cashier/ Bursar:	4
Admissions:	0
Registrar:	4
Career Services / Student Employment Office:	3
Scholarship Office (if separate from Financial Aid):	0.0
Loan Collection:	3
Veterans Services Office:	
Institutional Advancement/ Fund Raising Office:	3
Accounting/ Comptroller:	0.0
Gear Up:	0.0
TRIO:	0.0
Academic Advising:	0
Athletics:	0.0
Student Affairs:	0.0

Residence Life:	0.0
Other:	0.0

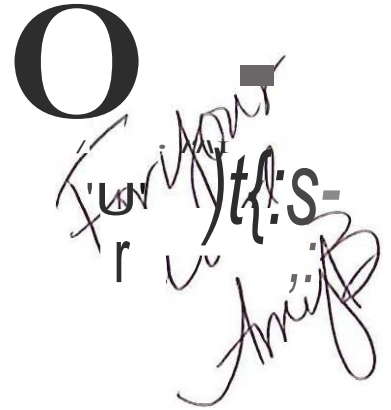
Staff Size Benchmarking

Your school compares to other institutions of your type, size, and location as follows. Please note that these results do not necessarily benchmark your optimal staffing level. The results are based on a survey of financial aid offices, and if the surveyed offices were understaffed, this normative model may calculate an average that is less than the actual number required to provide an optimal staffing level.

Average FTE for similar institutions: 18.87

[View Desktop Version \(https://www.nasfaa.org/staffing_model?viewfullsite=1\)](https://www.nasfaa.org/staffing_model?viewfullsite=1)

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Januruy 23, 2015

Ms. Amy Bru·nhru·t
Director of Financial Aid
Wright State University
3640 Colonel Glenn Highway
Dayton, Ohio 45435

Deru· Ms. Barnhart:

As you ru·e aware, my staff recently audited financial aid records for the 2013 fiscal year to determine compliance with federal and state reporting standru·ds. A total of 100 records were reviewed for this audit. Materials reviewed included the student's application, transcript, class schedule and statement of account.

I am enclosing the auditor's, "Summruy Error Report". This report displays all data items audited and the number of errors reported for each item.

According to this final report of the 100 records reviewed for this audit, there were "O" errors (or a 0.0% overall error rate).

I commend you and your staff for such excellent record keeping and reporting. Your audit for the 2013 fiscal yeru· is officially closed.

If you have any questions, please contact Ramah Lee by telephone at (614) 387-1013, or by email at rlee@regents.state.oh.us.

Sine _____

David Cannon
Vice Chancellor of Finance and Data Management

Copy to:ir. David Hopkins, President

Attachment: Summru·y Error Report

Ohio Board of Regents Audit WSUN 2013

Financial Aid Audit Summary

1/26/2015

<u>Data Item</u>	<u>Number of Possible Errors</u>	<u>Total Records Reviewed</u>	<u>Percentage of Possible Anomalies</u>
Residency	0	100	0.00
Selective Service	0	100	0.00
Fulltime Enrollment	0	100	0.00
Tuition Charges	0	100	0.00
Degree Program	0	100	0.00
Benefit Refund	0	100	0.00
Made Acad Progress	0	100	0.00
Disbursement Applied	0	100	0.00
Benefit Source Documented	0	100	0.00
<u>Summary:</u>	<u>0</u>	<u>900</u>	<u>0.0</u>

February 5, 2016

Ms. Kim Everhart
Associate Director of Financial Aid
Wright State University
3640 Colonel Glenn Highway
Dayton, Ohio 45435

Dear Ms. Everhart:

As you are aware, my staff recently audited financial aid records for the 2014 fiscal year to determine compliance with federal and state reporting standards. A total of 900 records were reviewed for this audit. Materials reviewed included the student's application, transcript, class schedule and statement of account.

I am enclosing the auditor's "Summary Error Report". This report displays all data items audited and the number of errors reported for each item.

According to this final report of the 900 records reviewed for this audit, there were "0" errors (or a 0.0% overall error rate).

I commend you and your staff for such excellent record keeping and reporting. Your audit for the 2014 fiscal year is officially closed.

If you have any questions, please contact Ramah Lee by telephone at (614) 387-1013, or by email at rlee@highered.ohio.gov.

Sincerely,

A handwritten signature in blue ink that reads "Jim Bennett". The signature is written in a cursive style with a long horizontal stroke extending to the right.

Jim Bennett,
Vice Chancellor of Finance and Data Management

Copy to: Dr. David Hopkins, President

Attachment: Summary Error Report

Ohio Board of Regents Audit WSUN 2014

Financial Aid Audit Summary

2/5/2016

<u>Data Item</u>	<u>IS:umber of Pgssil2Je Errors</u>	<u>Iml. Bel:s;icds Reviewed</u>	<u>cs:eol12e gf Possible Anomalies</u>
Residencv	0	100	0,00
Selective Service	0	100	0,00
Fulltime Enrollment	0	100	0,00
Tuition Char,lles	0	100	0,00
Dewee Program	0	100	0,00
Benefit Refund	0	100	0,00
Made Acad Pro.llress	0	100	0,00
Disbursement Applied	0	100	0,00
Benefit Source Documented	0	100	0,00
 <u>Summary:</u>	 <u>Total IS:umber of PoHible Eceocs</u>	 <u>Iml. Res:s;icds Reviewed</u>	 <u>Io1ll Pers:s:nt1Ke gf Anomalies</u>
	<u>0</u>	<u>900</u>	<u>0.0</u>



Department of
Higher Education

John R. Kasich, Governor
John Carey, Chancellor

December 7, 2017

Ms. Amy Barnhart
Financial Aid Director
Wright State University
3640 Colonel Glenn Highway
Dayton, OH 45435

Dear Ms. Barnhart:

As you are aware, my staff recently audited financial aid records for the 2016 fiscal year to determine compliance with federal and state reporting standards. A total of 900 records were reviewed for this audit. Materials reviewed included the student's application, transcript, class schedule and statement of account.

I am enclosing the auditor's "Summary Error Report". This report displays all data items audited and the number of errors reported for each item.

According to this final report of the 900 records reviewed for this audit, there were "0" errors (or a 0.0% overall error rate).

I commend you and your staff for such excellent record keeping and reporting. Your audit for the 2016 fiscal year is officially closed.

If you have any questions, please contact Alyssa Ooten by telephone at (614) 387-1013, or by email at aooten@highered.ohio.gov.

Sincerely,

David J. Cummins
Vice Chancellor, Finance and Data Management

Copy to: Dr. Cheryl Schrader

Attachment: Summary Error Report

Ohio Department of Higher Education Audit WSUN 2016

Financial Aid Audit Summary

12/07/2017

<u>Item</u>	<u>Number of</u> <u>Possible</u> <u>Errors</u>	<u>Total</u> <u>Records</u> <u>Reviewed</u>	<u>Percentage of</u> <u>Possible</u> <u>Anomalies</u>
Residency	0	100	0.00
Selective Service	0	100	0.00
Fulltime Enrollment	0	100	0.00
Tuition Charges	0	100	0.00
Degree Program	0	100	0.00
Benefit Refund	0	100	0.00
Made Acad Progress	0	100	0.00
Disbursement Applied	0	100	0.00
Benefit Source Documented	0	100	0.00

<u>Summary:</u>	<u>Total Number</u> <u>of Possible</u> <u>Errors</u>	<u>Total Records</u> <u>&viewed</u>	<u>Total</u> <u>Percentage of</u> <u>Anomalies</u>
		<u>900</u>	<u>0.0</u>



Department of
Higher Education

John R. Kasich, Governor
John Carey, Chancellor

October 1, 2017

Dr. Cheryl Schrader
President
Wright State University
3640 Colonel Glen Highway
Dayton, OH 45435

Dear President Schrader:

As you know, the Ohio Revised Code authorizes the Chancellor to conduct financial aid audits of state-supported colleges and universities, proprietary, and non-profit private colleges and universities. We rely on this critical exercise to ensure the integrity of our state subsidy disbursement processes.

In an effort to balance the importance of this exercise with the significant amount of time and effort required of staff involved in the audit process, we have implemented a risk-based audit framework to ensure that each institution is audited at least once every three years. In accordance with this updated audit framework, which was outlined via Guidance Memo FA 18-0008 as distributed via email on September 7, 2017, I am writing to inform you that your institution has not been selected to be audited in calendar year 2018 by the Ohio Department of Higher Education.

If you have any questions or need additional information, please contact financial aid auditor Alyssa Ooten at (614)387-1013 or by e-mail at aooten@highered.ohio.gov.

Sincerely,

Jim Bennett
Vice Chancellor, Finance and Data Management

Copies to: Amy Barnhart, Financial Aid Director
Alyssa Ooten, Financial Aid Auditor, Ohio Department of Higher Education