

# 2018 NASFAA Benchmarking Survey Instrument

The NASFAA Benchmarking Survey collects information about your institution to gauge how an office's staff size compares to that of other financial aid offices across the country. Responses to this survey will be used to update the available data in NASFAA's Staffing Predictor Model. NASFAA plans to publish a final report containing the results of this Benchmarking Survey in early 2019.

**Deadline:** Please respond to this survey by **Friday, October 26, 2018**.

## Directions:

- Unless otherwise indicated: Please enter whole numbers only; do not use commas, decimal points or other symbols. Enter a 0 (zero) **only** if the response is zero, leave an answer blank if number is unknown.
- All responses are for the 2017-2018 award year. The 2017-2018 award year generally includes the time period in which aid is disbursed between July 1, 2017 and June 30, 2018.
- On average, this survey will take one hour to complete, but you do not need to complete the entire survey in one sitting. The survey will automatically save every time you complete a page and click the "next" button. You may resume your survey at any time by clicking on the link provided in the initial email you received.

**Incentive:** NASFAA will enter each office that completes this survey into a random drawing to win one of five registrations to the 2019 NASFAA National Conference in Orlando, FL.

**Recommendation:** You may view a paper version of the survey to review the survey questions prior to completing the survey online. To be eligible for the drawing, submit responses through the online system.

There are three parts to this survey:

- **Part I: Administrative Capability.** These benchmarks can help financial aid professionals manage the internal operations of the financial aid office. This part also contains questions on staffing.
- **Part II: Outsourcing.** These benchmarks will determine how financial aid offices used outsourcing services.
- **Part III: Financial Aid Office Campus Relations.** These benchmarks will look at tactics used to establish positive relationships on campus and the success of those tactics.

All responses will remain completely confidential. If, however, there is a question that is objectionable, please skip it and answer the remaining questions. If you have any concerns, please contact [NASFAA's Research Department](#).

Thank you for your participation,  
Justin Draeger  
President and CEO, NASFAA

Please provide the following information about your institution:

*Some of these questions may not appear on your survey instrument as they are already in the NASFAA database.*

Institution Name:

U.S. Department of Education OPE ID:

Your Institution Type:

- Community college
- For-profit
- Graduate/professional
- Nonprofit
- Public 4-year

Your Institutional Sector:

- Private-for-profit 2-year
- Private-for-profit 4-year or above
- Private-for-profit less-than-2-year
- Private not-for-profit 2-year
- Private not-for-profit 4-year or above
- Private not-for-profit less-than-2-year
- Public 2-year
- Public 4-year or above
- Public less-than-2-year

Please answer the following questions using data from the 2017-18 award year Fiscal Operations Report and Application to Participate (FISAP).

- Total number of undergraduate students from Part II Section D, question #7a
- Total number of Federal Pell Grant expenditures from Part II, Section E, question #23
- Total number of graduate/professional students from Part II Section D, question #7b
- Total amount of campus-based funds spent from Part VI, Step 1, question #4
- Total Direct Subsidized Loans, Direct Unsubsidized Loans, and Direct PLUS Loans disbursed in 2017-18 Award Year.

For the following questions: Counts of students should include those who completed a FAFSA, an institutional aid application, or an application for financial aid from any other source known to you, whether or not your office was directly involved with the selection of recipients. The numbers provided in response to the following three questions should get progressively smaller with each question you answer.

- **Total Institutional Student Information Record (ISIRs) Received:** What was the total number of ISIRs received for the 2017-18 award year? (Include the DUPLICATED count of students regardless of enrollment.)
- **Total Students Applied:** What was the total number of students who filed a FAFSA that was received at your institution during the 2017-18 award year? (Include the UNDUPLICATED count of enrolled students.)
- **Total Students Who Received Aid:** What was the total number of students who received financial aid at your institution at any time during the 2017-18 award year? (Include the UNDUPLICATED count of enrolled students.)

**Part I: Administrative Capability.** These benchmarks will help financial aid professionals manage the internal operations of the financial aid office. This area includes topics such as staffing size and training.

### **Section: General**

One-Stop Service Centers DEFINITION: One-stop service centers typically provide combined services in areas such as financial aid, registration, admissions, and academic advising. The goal of one-stop service centers is to be the first stop for students with enrollment-related questions and transactions. One-stop service centers aim to reduce the number of student visits to multiple campus offices. These centers may be staffed with specially trained personnel to answer common questions and assist with common transactions. For more specific questions, students are redirected to the appropriate campus office.

Does your institution have a one-stop shop?

- Yes
- No

Which offices are included in the one-stop shop: (Check all that apply)

- Financial aid
- Admissions
- Registration
- Student account functions
- Student affairs
- Veterans affairs
- Other

Please answer the following questions related to your financial literacy program, default management program, and a default prevention plan.

- My institution has one and my office manages the program
- My institution has one and my office does not manage the program
- My office is just starting one
- My office plans to develop one
- We do not have one and do not have plans to develop one

Please check all that apply for each category; if you are unsure of an answer you may leave it blank.

	Internally developed and provided via the financial aid office.	Outsourced to a third-party agency.	Annual average loan per student decreased by providing this service.	Total loan volume decreased by providing this service.
Financial Literacy Program				
Default Management Program				
Default Prevention Plan				

Please check all that apply for each category; if you are unsure of an answer you may leave it blank.

	How long has this service been in place?	How much does this service cost your office annually?	How often do you measure the success of your program?
Financial Literacy Program			
Default Management Program			
Default Prevention Plan			

What means or methods do you use to measure the success of your program? (Please check all that apply)

	Focus groups	Surveys	Comment cards	Availability to comment via website and/or email	Other
Financial Literacy Program					
Default Management Program					
Default Prevention Plan					

Do you feel you have the resources necessary to administer the financial aid programs in compliance with the administrative capability requirements outlined in section 668.16(b) of the Standards for Participation in Title IV, HEA Programs?

- Yes
- No

Please select which type of financial aid management software system your office uses.

- Banner/Ellucian
- Campus Management
- Datatel - Colleague
- Financier
- Jenzabar
- PowerCampus
- PeopleSoft
- PowerFAIDS
- Workday
- Homegrown/Legacy
- None
- Other

Please rate the effectiveness of your financial aid management system in accommodating or fulfilling your needs:

Very Ineffective

Ineffective

Somewhat Ineffective

Neither Effective nor Ineffective

Somewhat Effective

Effective

Very Effective

What percent of your office functions do you feel are automated?

## Section: Operations

Does your institution use extended or institutional need analysis procedures beyond those required by Federal Methodology (FM)?

- Yes
- No
- Unsure

Is the financial aid office primarily responsible for any of the following functions? (Check all that apply)

- Gainful employment reporting and/or disclosure
- 150% Federal Direct Subsidized Loan limit reporting
- National Student Loan Data System (NSLDS) reporting
- Veterans services and GI benefits
- Enrollment reporting
- Athletic aid
- Non-federal work-study student employment
- Federal work-study placement
- Management of foundation/endowment funds
- Processing outside scholarship checks
- Processing non-Title IV funds, such as waivers, stipends, graduate assistantships, etc.
- Other

Did your institution participate in the Federal Experimental Site Program in 2017-18?

- Yes
- No
- Unsure

## Section: Audits and Compliance

Does your office regularly conduct a quality control review (internally, inter-office, or from a peer institution), in addition to annual audits and federal program reviews, to determine the potential for incidents of non-compliance with the following?

	Yes	No
Federal Regulations		
State Regulations		

When considering federal financial aid compliance requirements, how would you rate your institutional approach?

- Perform significantly more work than required by law and regulation
- Perform more work than required by law and regulation
- Perform the amount of work required by law and regulation

How would you rate your degree of compliance with federal and state financial aid requirements?

- Poor
- Fair
- Good
- Very Good

### **Section: Student Satisfaction, Applicants, and Recipients**

Does your office measure student and/or parent satisfaction?

- Yes
- No

Which method do you use? (Check all that apply)

- Focus groups
- Surveys
- Comment cards
- Availability to comment via website and/or email
- Other

## Section: Awarding at your institution

Please provide the total number of students who received financial aid awards at your institution during the 2017-18 award year from the following financial aid programs.

Instructions: Enter 0 (zero) if your school has this item but no awards were made. Check "Unknown" next to each column if you do not have the data or are unsure. Please use the information from your FISAP as applicable.

	Number of Recipients	Recipients Unknown
Federal Pell Grant		
Federal SEOG		
Federal Work-Study		
Federal Perkins Loan		
Direct Stafford Subsidized Loan		
Direct Stafford Unsubsidized Loan		
Direct parent PLUS Loan		
Direct graduate PLUS Loan		
State Programs		
Private/Alternative Loans		
Title VII Grants		
Title VII Loans		
Other Institutional Programs		
Other		

Please provide the total gross dollar amount distributed to students during the 2017-18 award year from the following financial aid programs.

Instructions: Enter 0 (zero) if your school has this item but no awards were made. Check "Unknown" next to each column if you do not have the data or are unsure. Please use the information from your FISAP as applicable.

	Total Gross Distributed (\$)	Gross Distributed Unknown
Federal Pell Grant		
Federal SEOG		
Federal Work-Study		
Federal Perkins Loan		
Direct Stafford Subsidized Loan		
Direct Stafford Unsubsidized Loan		
Direct parent PLUS Loan		
Direct graduate PLUS Loan		
State Programs		
Private/Alternative Loans		
Title VII Grants		
Title VII Loans		
Other Institutional Programs		
Other		

### Section: Gainful Employment Disclosures

Does your institution have programs subject to the Gainful Employment (GE) requirements?

- Yes
- No

To what extent do you anticipate the new GE requirements will put any strain on your office's operational capacity?

- None
- Little
- Some
- A Lot

If you have any particular comments related to GE requirements that you would like to share, you may do so below.

## Section: Athletic Aid

Does your office manage (e.g. reporting, awarding, etc.) the following:

	Yes	No
Processing of athletic aid awards		
Athletic support funds		
Athletic association reporting (e.g. NCAA)		

**Section: Staffing:** Instructions for this section: Full-time equivalent (FTE) is defined as working 35 hours per week or more. In all questions, part-time employees should be included and counted based on their hours worked, or their FTE. For example: A part-time employee who worked 17.5 hours per week would be entered as .5.

How many FTE employees worked in your office (do not include student interns, work-study employees, or unpaid volunteers)?

How many FTE employees in your office work in the area of scholarships?

What was the TOTAL number of hours worked by temporary or student assistant employees in your financial aid office?

Excluding the financial aid office, indicate the total number of permanent FTE employees in the areas listed below 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 :
- Admissions :
- Registrar :
- Career services/student employment office :
- Scholarship office :
- Loan collection :
- Veterans services office :
- Institutional advancement/fundraising office :
- Accounting/comptroller :
- Gear Up :
- TRIO :
- Academic advising :
- Athletics :
- Student affairs :
- Residence life :
- Other :

Which best describes your financial aid office environment?

- Centralized Administration, traditional (One office in charge of awarding that oversees one or more campus location(s), all of which share an OPE ID)
- Centralized Administration, enrollment management (One office that is part of a larger team focused on the enrollment and retention of students at one or more campus locations, all of which share an OPE ID)
- Decentralized Administration (Multiple offices at a single institution, each in charge of awarding students who attend a specific campus, or program, all of which may or may not share an OPE ID)
- Mix of centralized/decentralized
- I work at a System Office
- Completely outsource
- Other

**Subsection: Operating Budget.**

Do you control your own budget?

- Yes
- No

**Instructions:** Provide a breakdown of your fiscal year budget that impacted the 2017-18 award year for each of the following categories. Enter 0 (zero) if your school does not have this item or has this item but no budget was made. Check "Unknown" next to each column if you do not have the data or are unsure.

	Total Budget Amount	Amount unknown
Full-time equivalent (FTE) salaries & wages		
Temporary help/student employees		
Benefits not included in salary		
Travel		
Professional development		
Technology support		
Equipment		
Printing		
Postage		
Stationery		
Other office expenses		
Audit fees		

**Subsection: Staff Departures and Out of Office**

Over the 2016-17 and 2017-18 award years, how many FTE employees permanently left your institution’s financial aid office for any of the following reasons?

- Resigned :
- Retired :
- Terminated :
- Promoted :
- Transferred :
- Otherwise ceased job duties for reasons not mentioned here. :

How many FTE vacancies, including newly created positions, did you fill during the 2016-17 and 2017-18 award years? (If you did not have any vacancies during the period referenced above skip this question).

How difficult was it to fill your vacant positions with qualified staff?

- Very Difficult
- Difficult
- Easy
- Very Easy

## Subsection: Staff Training and Professional Development:

How many hours per month did you designate for in-office training/professional development and staff meetings?

How many hours per month did you actually conduct in-office training/professional development and staff meetings?

Did your office close for staff meetings/professional development?

- Yes
- No

Do you have a training-related financial aid Policies and Procedures manual for onboarding new employees?

- Yes
- No

Instructions: Please provide the functional title that best describes your main role within the financial aid office at your institution, on the last day of the fiscal years below. If your position covers multiple roles, select the highest level which appropriately describes your authority during that fiscal year.

### Functional Title Descriptions:

- Senior-level institutional leadership: vice president, director of enrollment management, vice provost, dean
- Director of financial aid
- Second-in-command: director, associate/assistant director
- Associate director: not second-in-command
- Grant, scholarship, loan or work program manager or staff
- Systems and/or program computer systems manager
- Assistant director, counselor, officer, advisor who directly assists students and authorizes financial aid awards
- Perform data entry or other clerical tasks
- Other

Number of years in current position? Please round to the nearest whole number.

Number of years of experience in financial aid (do not include work-study):

Highest Degree Earned:

- Associate Degree
- Bachelor's Degree
- Master's Degree
- First Professional Degree (J.D., etc.)
- Doctorate Degree (Ph.D., Ed.D., etc.)
- Other

Gender:

- Male
- Female
- Prefer not to answer

Race:

- African-American or Black
- American Indian or Alaska Native
- Asian
- Hispanic/Latino
- Native Hawaiian or Pacific Islander
- White
- Multi-racial
- Prefer not to answer

Please indicate whether you are full-time or part-time.

- Full-time
- Part-time

**Part II Outsourcing:** These benchmarks will determine how outsourcing (contracting out to a third-party to complete a service) has been or will be used in financial aid offices.

Please answer the following questions related to outsourcing (check all that apply in each column):

	My office currently outsources the following areas:	My office has explored outsourcing the following areas (sent requests for proposals [RFP])?
Financial aid packaging		
Financial aid award letters		
Call centers		
Verification		
Debt management		
Financial literacy		
Delinquency/default management		
Grace/repayment loan counseling		
Loan reconciliation		
Policies and procedures		
Temporary staffing		
Recordkeeping/document storage		
Other		

If there are any other services that are not listed above that you would like to outsource/have looked into outsourcing/are currently outsourcing, please list them below.

**Part III Financial Aid Office Campus Relations:** These benchmarks will look at what tactics are used to establish positive relationships on campus and the success of those tactics.

What office does the financial aid office report to?

	First Level Report	Second Level Report	Third Level Report	Do Not Report
Student affairs				
Chief financial officer				
Enrollment management				
Provost/academic affairs				
Institutional research office				
Other				

In your opinion is your financial aid office appropriately placed within the institution's organizational structure?

- Very Inappropriate
- Inappropriate
- Somewhat Inappropriate
- Neutral
- Somewhat Appropriate
- Appropriate
- Very Appropriate

How often do you engage with and receive support from the following offices:

	Engagement			Support			Do you feel the support received from this office is adequate for compliance purposes?
	Not At All	Occasionally (monthly)	Frequently (weekly)	Not At All	Occasionally (monthly)	Frequently (weekly)	
Business/bursar's office							
Registrar's office							
Admissions							
Student services (and student success)							
Academic advising							
President's office							
Faculty							
Athletics/recreation							
Foundation/advancement							
Information technology							
Academic affairs							
Library							
Career services							
Residence life/housing							
Institutional research							
Study abroad office							
Other							

What information do you provide your upper administration? (Check all that apply).

- Financial aid dollars received compared to other income sources for the institution
- Number of students or average amounts related to the split on loan vs. grant dollars (Title IV, state funding, institutional funding, or private funding)
- Unmet need by student/average
- Categories of internal aid other than Federal Work-Study (internal scholarships, employment on campus)
- Merit-based vs. need-based aid (disaggregated by student type)
- Graduation rates (of financial aid recipients vs. overall student population)
- Student retention rate
- Changes in regulatory requirements
- Other

Are the following financial aid objectives emphasized as a high or low priority in order to meet institutional goals?

	High	Medium	Low	Not Aligned	Unsure/Do Not Know
Recruitment					
Retention					
Graduation rates					
Government dollars received/disbursed					
Customer service					
Outreach					
Access					
Diversity					
Faculty support					
Support of development office					
Work-Study					
Support of non-traditional/non-typical programs, and new programs					
Revenue generation					

**By clicking the "submit" arrow below you will be submitting this survey.**

**Once you have submitted the survey you will be given the opportunity to download a .pdf copy of your results for your records.**