



# SACRAMENTO STATE

## Financial Aid & Scholarships

ACADEMIC YEAR 2017-2018

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## Executive Summary

The Financial Aid & Scholarship Office at Sacramento State is committed to our mission to help students and in many cases their families apply for, receive and maintain eligibility for various types of financial aid assistance.

This 2018 aid year, 25,454 students received some form of financial aid assistance totaling more than \$295 million. Sixty percent of students received grants totaling to \$176.8 million, followed by 35% of students received some type of loan totaling \$104.2 million.

Lastly, during spring 2018, we participated in the CSU Chancellor's Office Annual Campus Functional Area Customer Satisfaction Survey. Seventy three percent of students who completed the survey were satisfied/very satisfied with the services – a 3 percentage point decrease from prior year. However, positive responses increased in service hours, as well as, professionalism and courtesy of financial aid and front desk staff.

## **Mission Statement**

Our mission to our students is to help students and in many cases their families to search for, apply, receive and maintain eligibility for various types of financial aid. The office strives to provide timely and accurate financial aid processing that is in full compliance with all federal, state, and university regulations.

## **Management Team & Staffing**

During the 2018 aid year, there were 25,454 students who received some form of financial aid assistance. Our team that handles the oversight of our programs includes:

Anita Kermes – Director, Financial Aid & Scholarships, and Financial Wellness

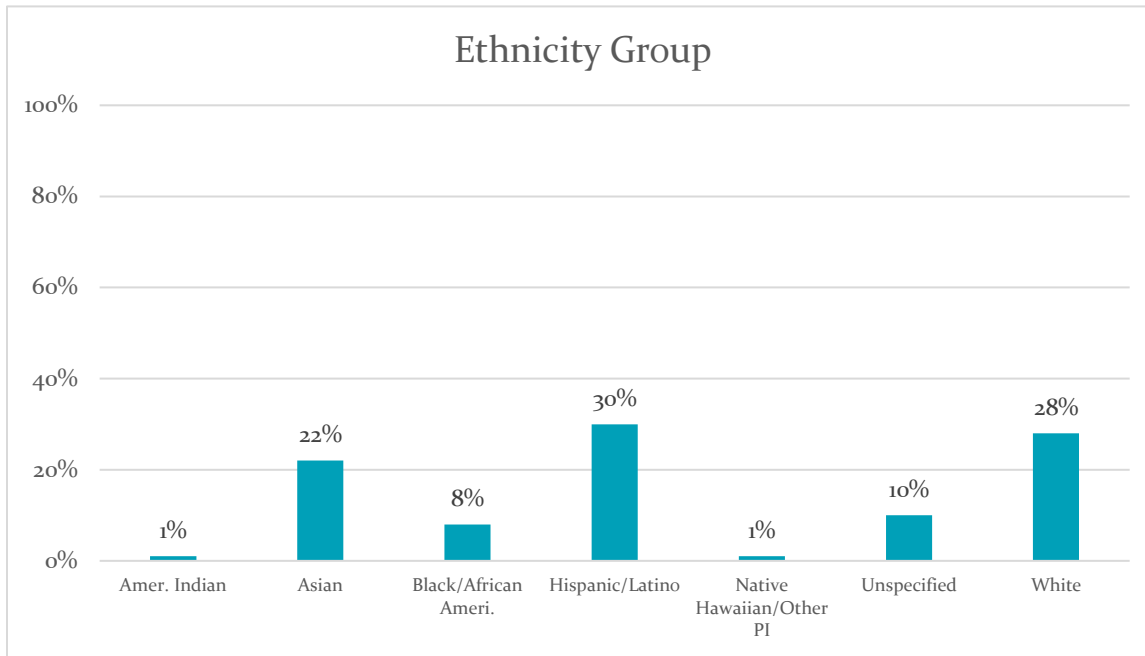
Pawan Wallace – Senior Associate Director, Financial Aid & Scholarships

- (3) Assistant Directors
- (1) Compliance & Training Officer
- (1) Federal Program Coordinator
- (1) State Program Coordinator
- (3) Systems Support Analysts
- (6) Financial Aid Analysts
- (4) Financial Aid Counselors
- (1) Scholarship Program Coordinator

## Demographic Information of Financial Aid Students

During the aid year 2018, there were 25,454 students who received financial aid. Ninety three percent (93%) of them were undergraduates. Figure 1 shows ethnic groups of financial aid students.

Figure 1



Source: Financial Aid Summary - Tableau extracted on 9/14/2020.

## Department Outcomes

This academic year, the Vice President of the Division of Student Affairs decided to align department goals with the university's goals, Student Affairs Divisional Goals, and Baccalaureate Learning Outcomes. The structure of this section will include the goals, the strategies to achieve those goals, and the outcomes.

**Department Goal 1: Students will apply for grants, loans, scholarships, and work study through Financial Aid.**

**University Strategic Goal:** Enhance student learning and success

**Student Affairs Divisional Goal:** N/A

**Baccalaureate Learning Goal:** N/A

***Standard of Achievement: Students will utilize different grants, scholarships, and work study offered and decrease reliance on loans.***

Grants are a type of aid that do not have to be repaid. They are based on financial need determined through completing a Financial Aid Application. Grants can come from the federal government, your state government, your college, or a private or nonprofit organization. Below are examples for different grants available for students:

1. Federal Grants
  - a. Federal Pell Grant
  - b. Federal Supplemental Education Opportunity (FSEOG)
  - c. Iraq and Afghanistan Service Grants
  - d. TEACH Grants
2. State Grants
  - a. Cal Grants
  - b. California Chafee Grant
  - c. Middle Class Scholarship
  - d. State University Grant
  - e. Educational Opportunity Program Grant

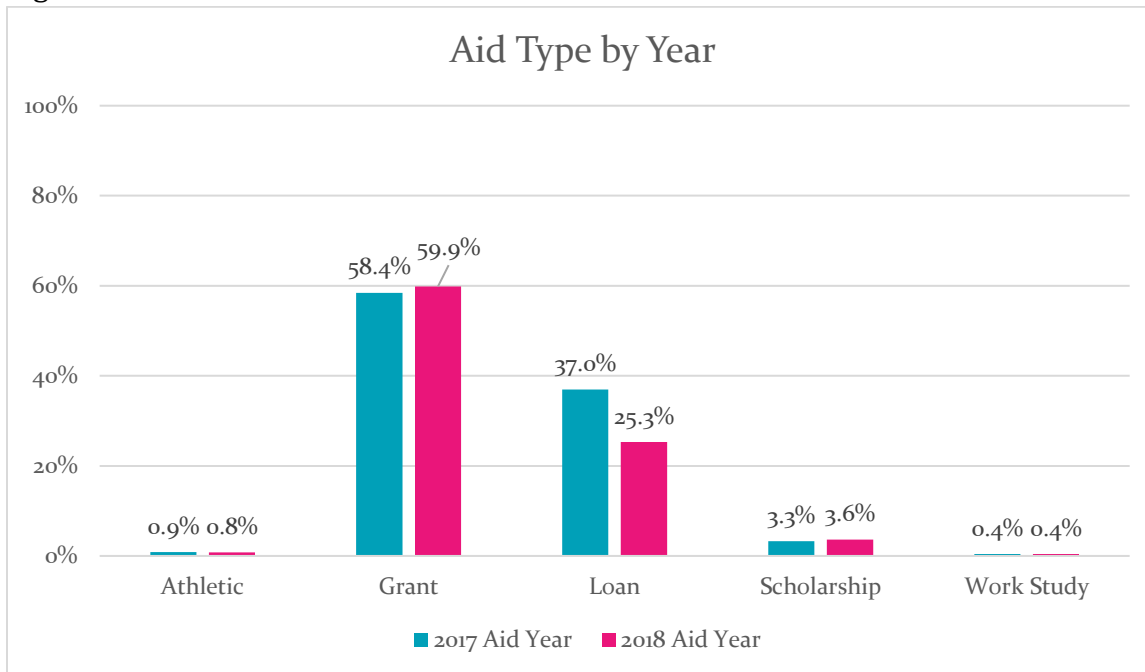
Federal student loans are available to most students regardless of income and provide a range of repayment options including loan forgiveness benefits, which private educational loans are not required to provide. The government pays the interest while the student is in school and during grace periods. Loans are monies students borrow and must be paid back.

The Financial Aid & Scholarship Office at Sacramento State awards nearly \$4M dollars in institutional scholarship opportunities each year. By completing a single application, students are matched to available scholarship opportunities offered at Sac State.

Scholarships are offered by various colleges, departments, and organizations to undergraduate and graduate students who meet specific criteria.

The Federal Work Study (FWS) program helps students earn funds for educational expenses while providing work experience. This program encourages community service work and work related to the student’s course of study. Figure 2 shows the aid type by year.

Figure 2



Source: Financial Aid Summary - Tableau extracted on 9/14/2020.

**Department Goal 2: Student will be satisfied with the services received from Financial Aid Office.**

**University Strategic Goal:** Engage students in a comprehensive university experience

**Student Affairs Divisional Goal:** N/A

**Baccalaureate Learning Goal:** N/A

**Standard of Achievement:** *Maintain or increase students’ satisfaction compared to prior year*

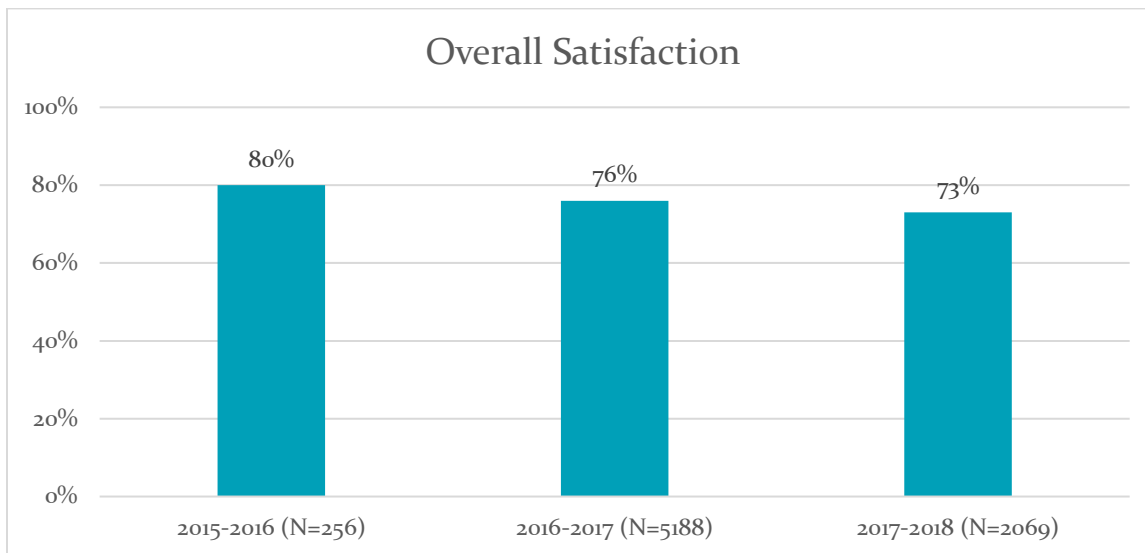
During spring 2018, the CSU Chancellor’s Office invited campuses to participate in the annual campus functional area customer satisfaction survey. Participating in these surveys can help identify and prioritize opportunities for improvement and allow comparison to other campuses that participate in order to potentially identify and leverage best practices

within the system. Financial Aid is one of the functional areas in which a standardized survey is available.

From May 1 – May 18, 2018, the web-based survey was distributed to a 25,637 financial aid students using SNAP Survey Professional 10. Two thousand two hundred thirty-seven (2,237) students responded to the survey – an 8.7% response rate compared to 20.8% response rate from 2016-2017.

Figure 3 shows the students’ overall level of satisfaction with the Financial Aid services. Seventy-three percent (73%) of students were satisfied/very satisfied with the services.

Figure 3



Source: 2017-18 Sacramento State University Financial Aid All Results Report – Office of the Chancellor.

Students also rated the different services and supports they received. Table 1 shows the level of satisfaction with the following items related to Financial Aid.

Table 1. Percentage of Students who were Satisfied/Very Satisfied

<b>Financial Aid Services</b>	<b>2015-2016</b>	<b>2016-2017</b>	<b>2017-2018</b>
Accuracy of answers to my questions	76%	73%	74%
Counter service	75%	72%	73%
Courtesy of the Financial Aid Staff	79%	75%	77%
Email service	66%	63%	64%
Grant processing	---	72%	71%
Information on the Financial Aid website	61%	62%	64%
Loan processing	---	64%	64%
Professionalism of Financial Aid Counselors	79%	76%	78%
Professionalism of the Front Desk Staff	78%	77%	79%
Scholarship processing	---	60%	60%



<b>Financial Aid Services</b>	<b>2015-2016</b>	<b>2016-2017</b>	<b>2017-2018</b>
Service hours of the Financial Aid Office	71%	68%	71%
Telephone service	57%	60%	59%
Timeliness of receiving my financial aid award notice	67%	70%	68%
Timeliness of receiving my financial aid disbursement	70%	71%	70%
Value of the Financial Aid Office publications	---	63%	---
Waiting time to be served in the Financial Aid Office	58%	57%	58%
Walk in counseling	68%	64%	66%

Source: 2017-18 Sacramento State University Financial Aid All Results Report – Office of the Chancellor.

## Appendix A

Department Goals	What will be the standard of performance?	Department Outcomes
1. Students will apply for grants, loans, scholarships, and work study through Financial Aid.	Students will utilize different grants, scholarships, and work study offered and decrease reliance on loans	Increase percentage in grants and scholarship compared to prior year  Decrease percentage in loans compared to prior year
2. Student will be satisfied with the services received from Financial Aid Office.	Maintain or increase students' satisfaction compared to prior year	73% of students were satisfied/very satisfied with services (3 percentage points lower than AY 16-17).