

# Student Fiscal Services

University of Washington : Finance and Facilities : Financial Management

## Operational Performance Dashboard

Summer Quarter 2011

June 15, 2011 - September 20, 2011



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### Mission

We support the mission and vision of Financial Management by continuously evolving to assist with the ever changing financial needs of students and departments on a local, national and global level.

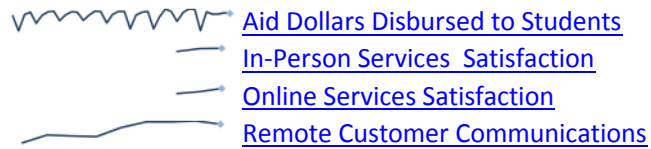
### Core Processes

Manage Tuition and Fees  
Manage Aid Disbursal  
Manage Invoice Receivables  
Manage Collections  
Provide Credit Card Services  
Provide Cash Management Services

# Student Fiscal Services - Operational Performance Dashboard

Summer Quarter 2011

## Customer



## Output

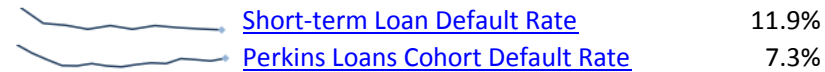
## Target



## Internal Business



## Financial



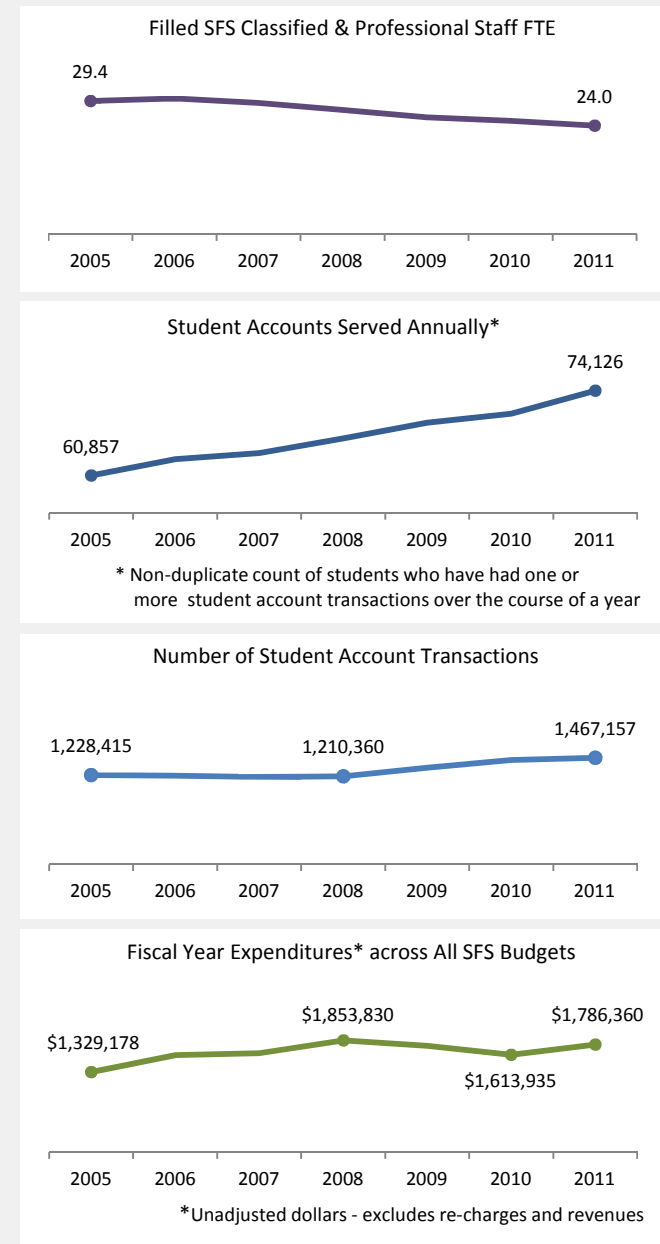
## Learning & Growth



## LEAN Projects



## Operating Environment (by Fiscal Year)



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# Disburse Aid - Aid Dollars Disbursed to Students

Customer

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## Definition

SFS disburses financial aid award dollars from private, State and Federal sources. Aid is first authorized by the appropriate campus authority, then released by SFS to pay toward applicable charges on student accounts with any excess being released to the student to pay for other educational expenses. The earliest funds can be disbursed is on account set-up day (i.e., generally, the Wednesday before a quarter start date).

For students receiving financial aid, SFS strives to have the vast majority of aid dollars released between by the end of the first week of classes within a quarter -- and investigates causes of drops in the percentage when this falls one standard deviation below the mean for normal operational variance within a quarter.

## Analysis

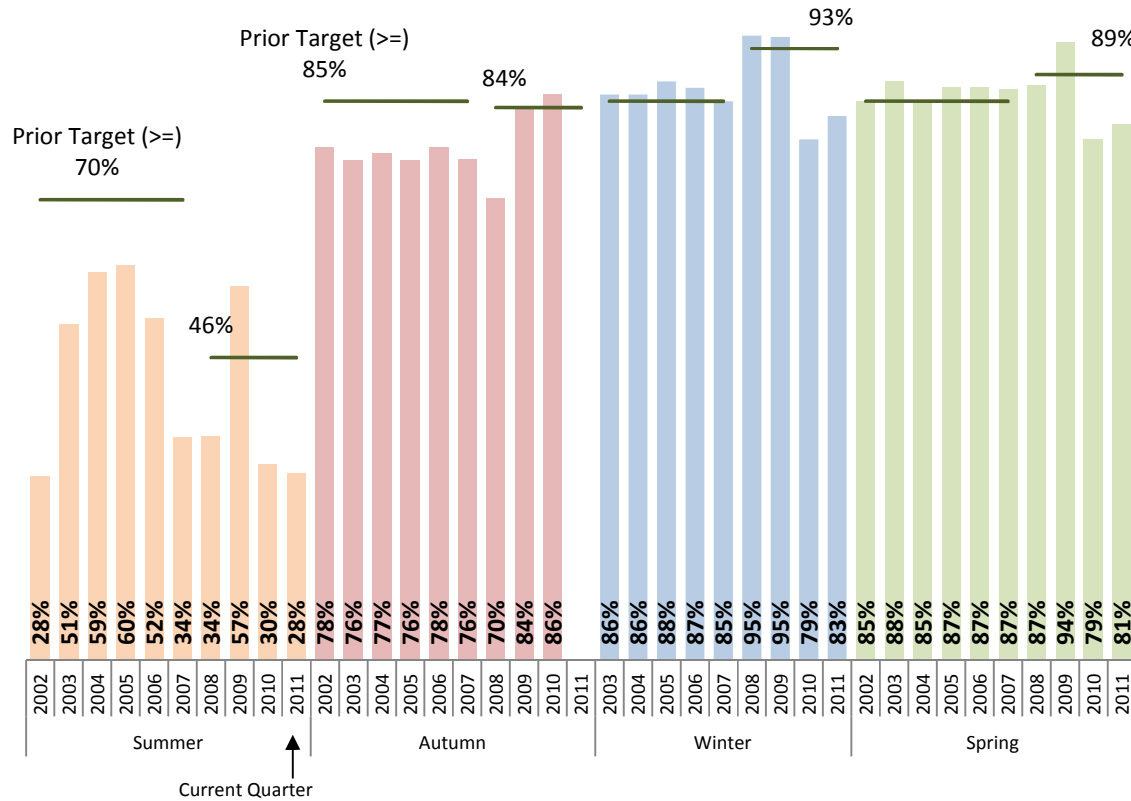
Financial Aid challenged due to cuts in Federal Aid, plus an increase in applications, delayed the approval and offering of aid which impacted disbursements. However, current Winter quarter's drop below target is well within normal operational variance for quarter, so is not a cause for concern at this time. SFS will monitor subsequent quarters.

*Targets have been readjusted on a per quarter basis based prior years data and set at one standard deviation above the per quarter average rate - and applied to 2008 and forward.*

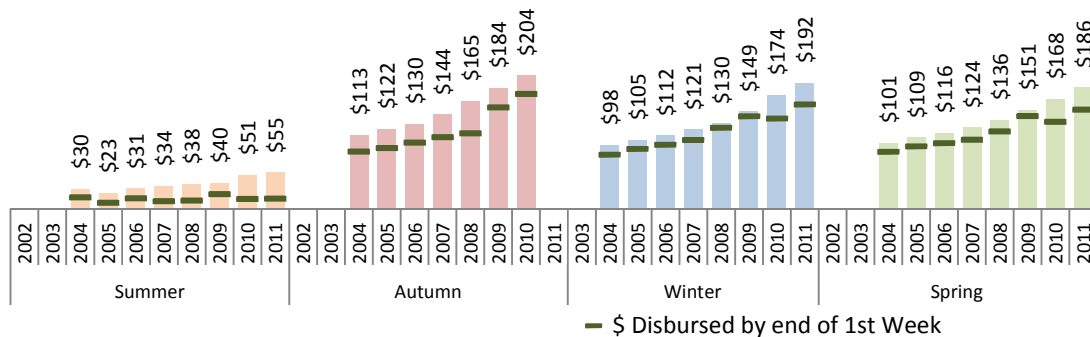
## Next Steps

Continue working with process partners (i.e., Sponsors, Private Scholarship providers, the Office of Student Financial Aid, etc.) to ensure prompt authorization and release of student aid awards.

**% of Financial Aid Dollars Disbursed by End of 1st Week of Quarter**



**Financial Aid Dollars (Millions) Disbursed**



## Customer Satisfaction - Satisfy Students

Customer

Navigate: [Dashboard](#) [TOC](#) [Appendix](#)

### Definition

SFS regularly conducts an annual survey during the Spring quarter to gauge student satisfaction with SFS services. In 2008, the survey was standardized with one "overall satisfaction" rating question, and two sets of four questions each related aspects of in-person/counter service delivery and online/remote service delivery.

Originally, "overall satisfaction" measure was benchmarked against the 2003 AAU Bursars "customer satisfaction" survey rating of 64% -- which defined SFS's target for this measure. However, a new target, based on the 10-year historic average of 73% has been retroactively applied starting with 2009's rating.

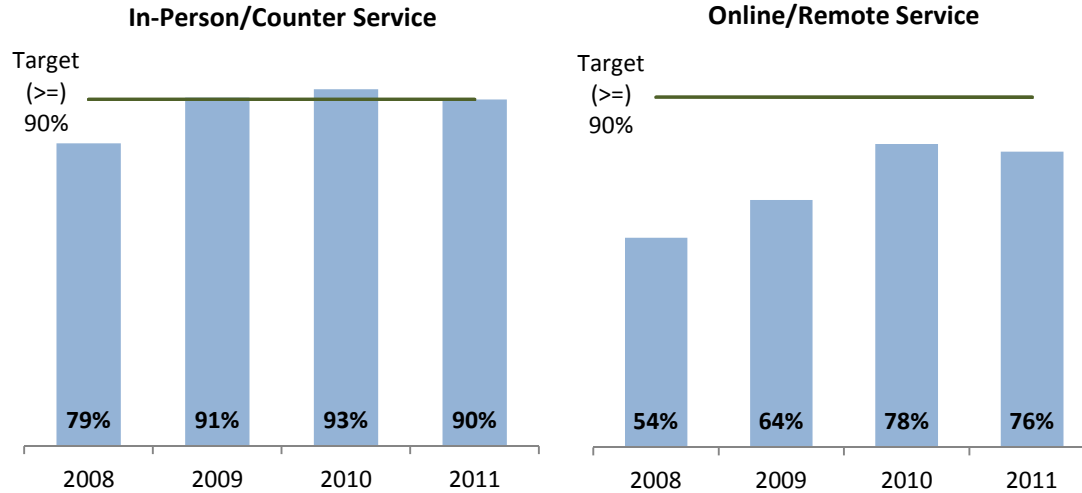
SFS is more interested in tracking "in-person/counter service" versus "online/remove service" satisfaction -- and has set a high-bar as a target.

### Analysis

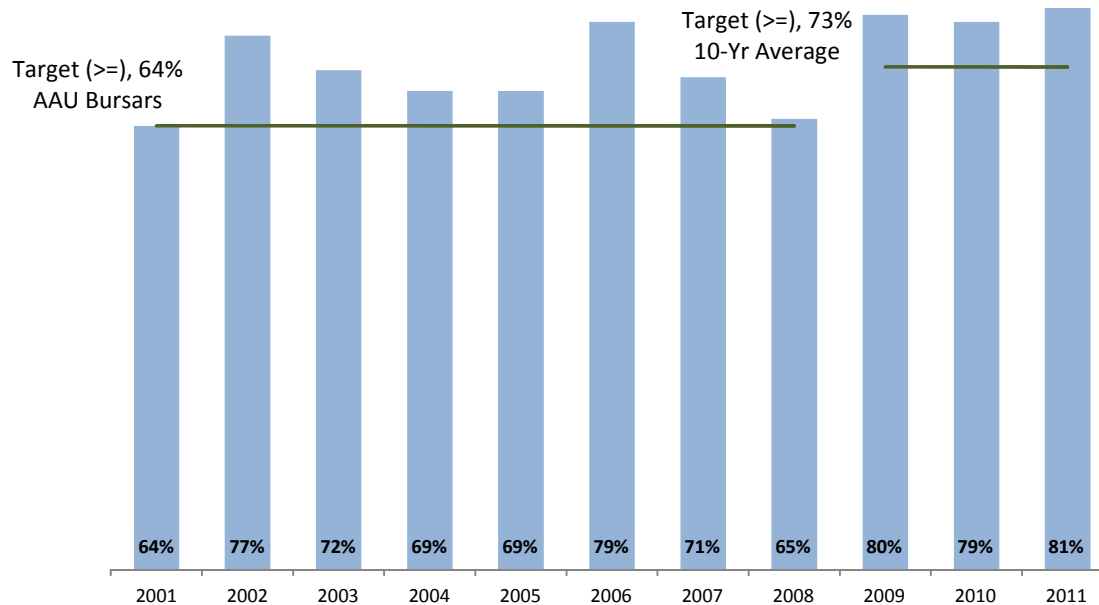
Historically, the "in person" customers taking the survey on paper have expressed greater satisfaction with SFS services than those taking the survey via Catalyst (e.g., via the Web). This observation is validated by the companion satisfaction measures related to service delivery (e.g., online/remote vs. in-person/counter).

### Next Steps

Customer Service will continue employing strategies rolled-out following the FY2010 survey results, targeting areas raised within this survey as required.



### Students' Overall Satisfaction with SFS Services



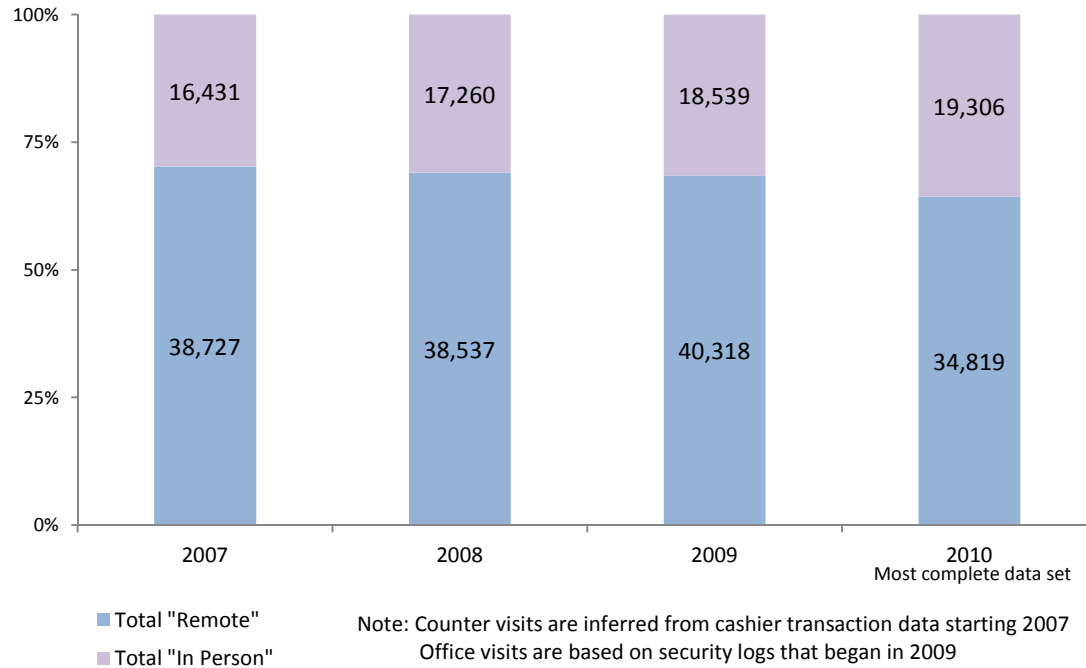
# Customer Communications

## Customer

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### Customer Communications - Remote/Online vs. Counter/In Person

Number of Calls, Emails and Chats vs. Counter Visits and Office Visits by Calendar Year



### Definition

SFS provides multiple-channels for customers to contact us through a customer service phone number, a standard customer help email address, and web-based instant messaging (e.g. chat) as well as in person at our customer service counter and via appointments with our advisors. Communication volumes are a key workload driver for customer service and staff responsiveness is critical to our success.

Strategically, SFS seeks to create self-sufficient customers who are educated about our services through outreach and marketing efforts, and can find the information they need, and access services, through our web site -- and increase the proportion of communications handled via remote channels (e.g., email, web chat and phone). Tentatively, SFS is targeting 75% of all communications to be through remote channels. This measure is currently under development.

### Analysis

In person communication comprises about 1/3 of all customer interactions. However, there are too few data points to draw any conclusions of trends at this time (e.g., visitor logging started in late 2009 and counter traffic data is inferred only as far back as 2007).

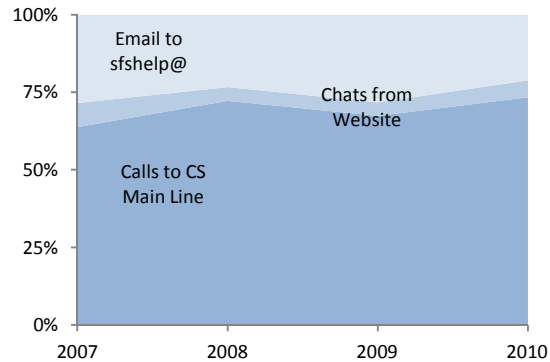
2010 provides the most complete data point, inclusive of all currently tracked communications channels.

Next measure update in January 2012.

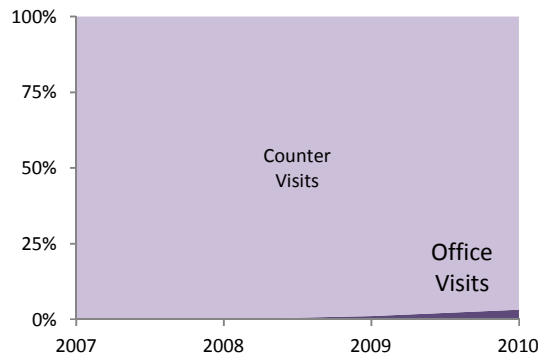
### Next Steps

Continue to log communications by channel and monitor service levels where appropriate (i.e., SFS can track to service levels for both phone calls and emails, but not for other channels).

### Customer Communications - Remote/Online % Calls, Emails and Chats by Calendar Year



### Customer Communications - Counter/In Person % Office Visits and Counter Visits by Calendar Year

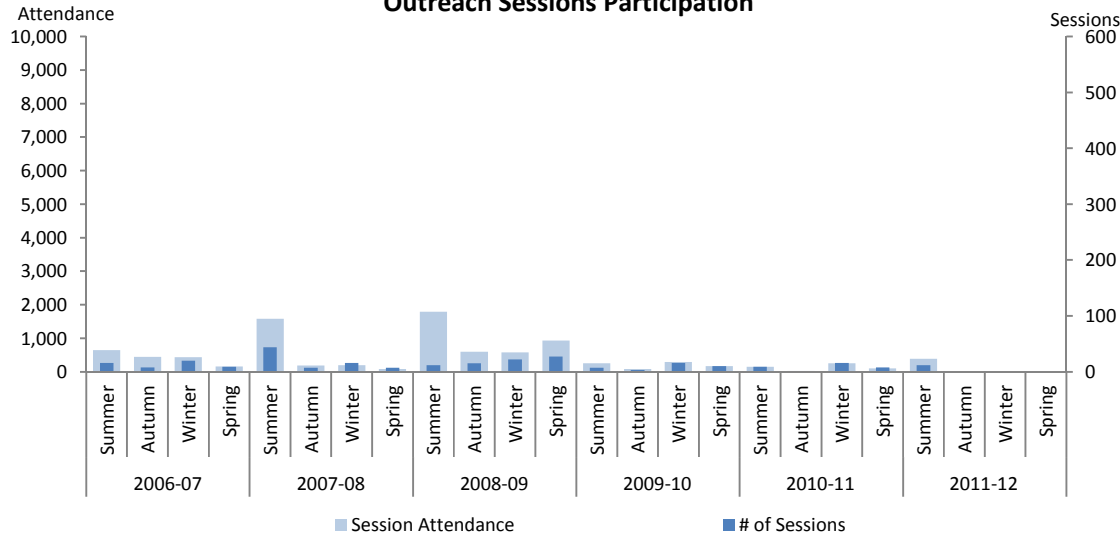


# Educate Customers - Outreach

Customer

Navigate: [Dashboard](#) [TOC](#) [Appendix](#)

### Voluntary Attendance Outreach Sessions Participation



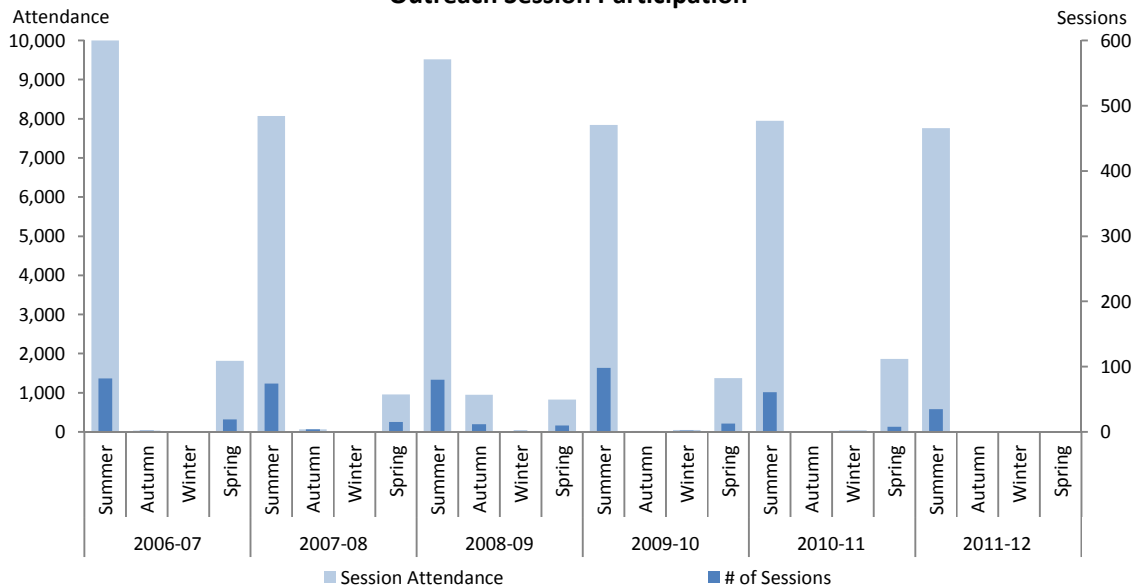
### Definition

SFS Outreach became an integral part of mandatory freshman and new graduate student orientations starting in academic year spanning 2006-2007. Prior to this time, Outreach activities were an optional component of student orientations. SFS provides information to students on how to navigate reading and paying their bills, and how to receive financial aid funds. In addition, sessions are also provided in understanding student tax issues and general student finance management.

SFS tracks the number of sessions provided by SFS to students, and the number of students who attended these sessions. There is no assessment of impact of sessions on transaction volumes or student use of services, nor any targets.

Note: Summer is inclusive of all sessions held between July 1st and September 30th) and includes Autumn orientations.

### Mandatory Sessions Outreach Session Participation



### Analysis

SFS has scaled back its outreach efforts overall due so staffing reductions and reassignments. This is notable here in the decline in the number of voluntary sessions offered in the last year, as well as in the number of mandatory sessions in quarters other than Summer (i.e., sessions geared toward entering students.)

SFS is focusing efforts on new student orientations (e.g., Summer mandatory sessions).

### Next Steps

SFS will continue to place emphasis on student orientation outreach efforts in the hopes that this will continue to drive students to more self-service and online transaction activity.

# Disburse Aid/Collect Tuition - In-House vs. Electronic Processing

## Internal Business

Navigate: [Dashboard](#) [TOC](#) [Appendix](#)

### Definition

SFS accepts payments from, and issues financial aid disbursements and refunds to, students through various channels. Payment channels include in-person cashier acceptance of cash and checks, and electronic payments by web check, credit card, wire transfer and lockbox. Disbursements and refunds are issued by mailed check or direct deposit to a student's bank account.

*SFS seeks to reduce manual and in-house payment processing and paper check issuance by driving students to use electronic payment forms (e.g., web check) and direct deposit service. SFS specifically seeks to aggressively increase web check adoption rates to 90% starting in 2010.*

Starting mid-2010, SFS ceased processing checks in-house and began utilizing a 3rd party service for disbursement and refund checks.

### Analysis

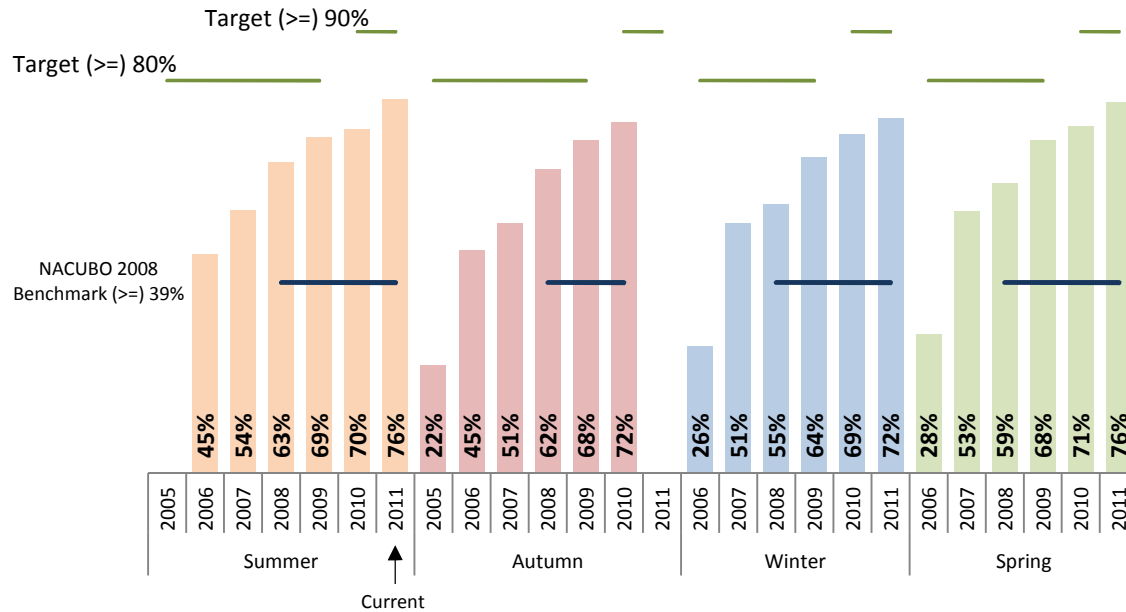
While utilization of web check payments continues to rise, current projections indicate it will be up to five years before the target of 90% is reached (however, a consistent 80% utilization should be achieved within 5 quarters) -- *provided SFS does nothing more than it is currently doing to promote the service.*

### Next Steps

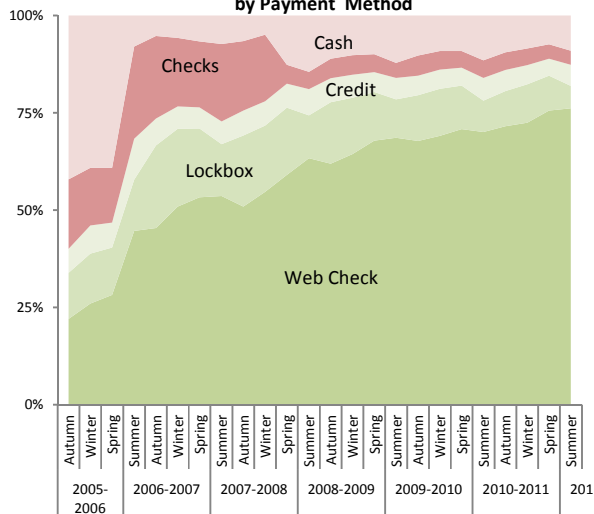
SFS will continue to advertise and inform students of their on-line payment options and direct deposit service through a variety of communications channels, including email and outreach efforts.

### Web Check Payments

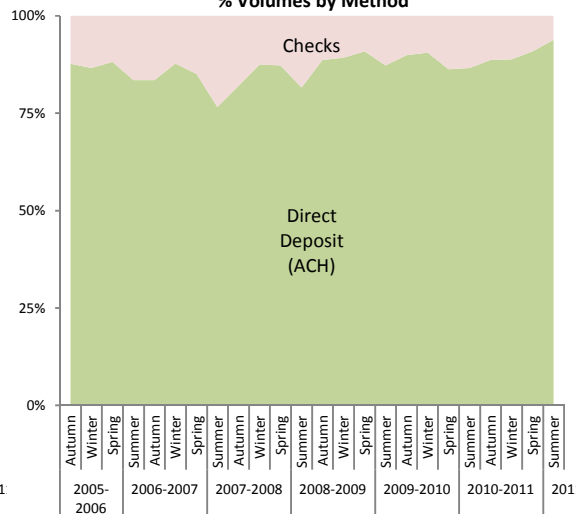
% of All Payment Transactions by Web Check



Student Payment Transaction % Volumes by Payment Method



Student Disbursements & Refund Transaction % Volumes by Method



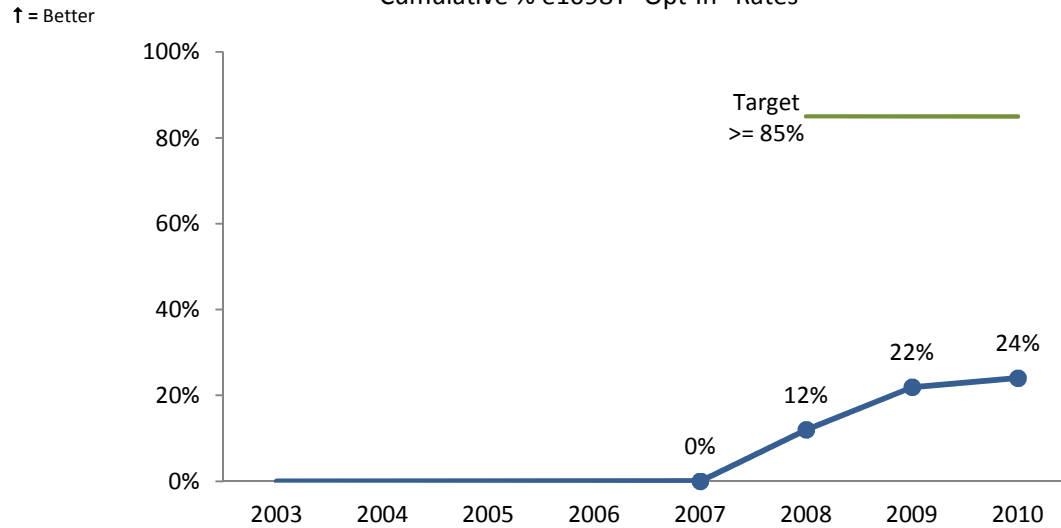


## Student Tax Reporting - e1098Ts

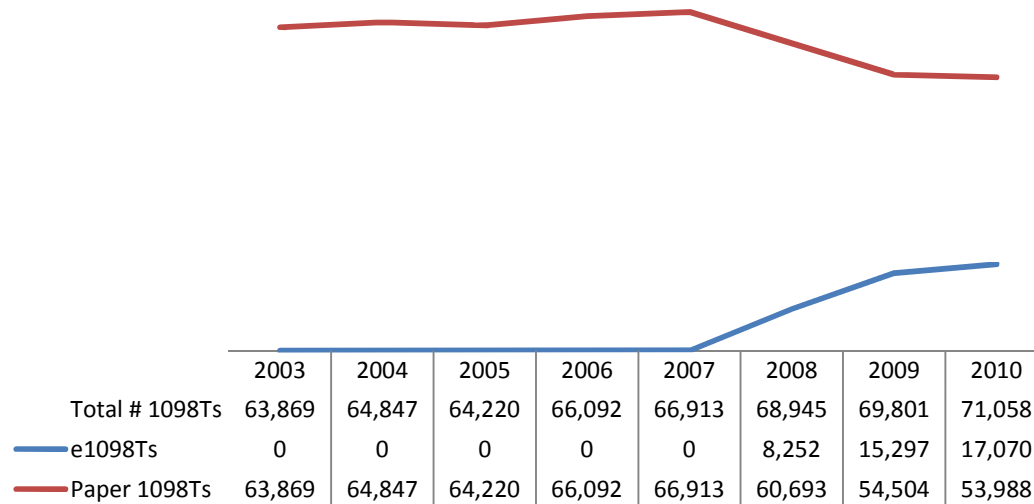
### Internal Business

#### Student Education Tax Credit Reporting

Cumulative % e1098T "Opt-In" Rates



#### Number of Printed and Electronic 1098Ts Issued



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#### Definition

SFS is responsible for all student-related tax reporting on students' earnings as they relate to scholarships and grants. The largest tax processing volumes are related to the Educational Tax Credit and the issuance of form 1098T.

Starting in 2008, UW offered students the opportunity to "opt in" to receive electronic 1098Ts through their MyUW login. SFS actively promotes students use of e1098Ts through targeted emails, and during freshman orientation sessions and student tax workshops, as well as flyers and hand-outs in our Cashier area.

SFS seeks to continue to grow the "opt in" rate to e1098T use, while targeting a goal of 85% utilization.

#### Analysis

SFS saw only a marginal (approximately 2%) increase in e1098T adoption. This was due to a late initial notification of students via email (i.e., the first notice went out in early December), and fewer follow-up notices sent (i.e., only on in early January).

Current (and prior) year reporting does not include "re-prints". Measure will be adjusted retroactively for 2010, and subsequent years, to capture this extra work.

#### Next Steps

SFS will seek to send notices earlier in the year (mid-October) with at least two follow-up reminders to students (in November and December.)

## Merchant Credit Card - Cost Recovery

### Internal Business

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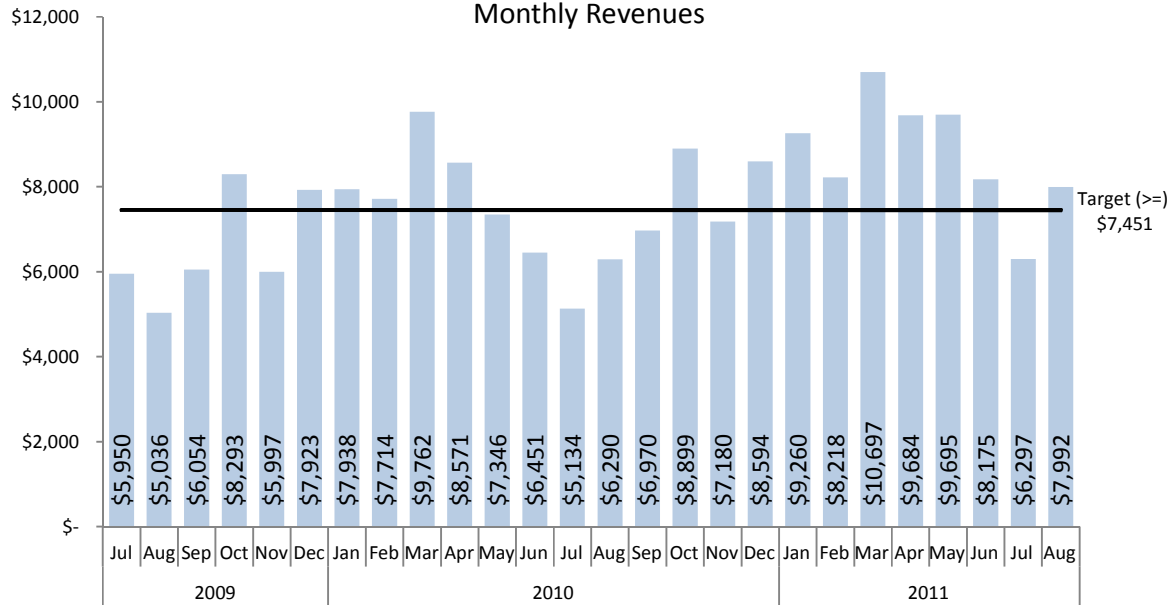
#### Definition

Beginning July of 2009, SFS began receiving revenue to support centralized merchant credit card account management which reduces liability and compliance risks to the UW. While revenue is generated from account activity, it is not generated for every account managed. This revenue supports 1.0 FTE to manage oversight and PCI compliance.

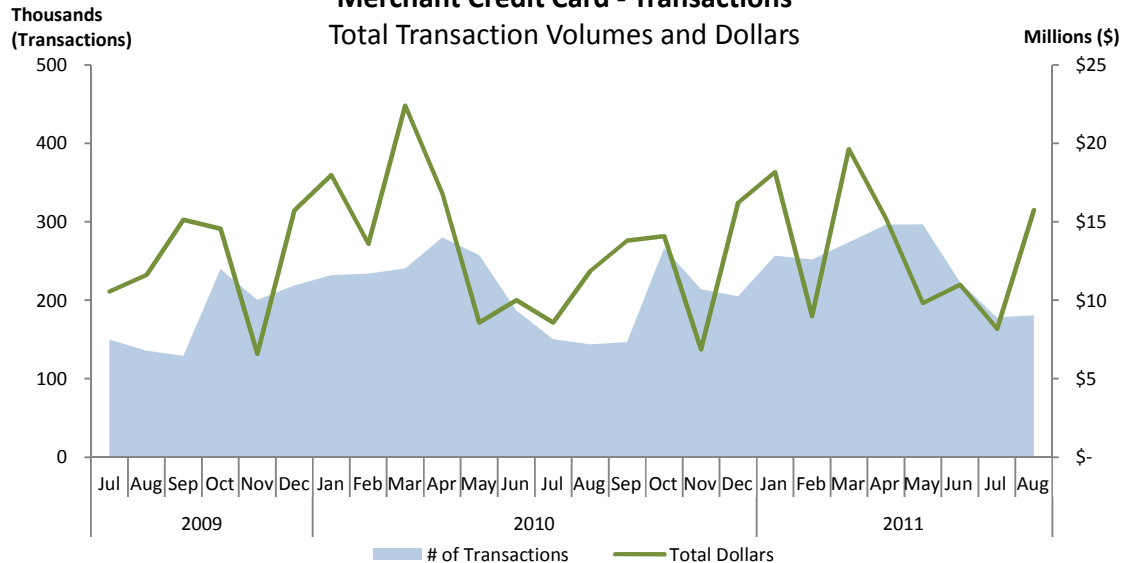
SFS tracks the monthly revenue against a target determined to be a base operating cost. Overall, average monthly revenue should meet or exceed the target over the course of a fiscal year. SFS tracks by month to identify potential trends which would result in a revenue short-fall.

SFS also tracks the number of transactions and the total dollars of transaction by month to provide context and illustrate the scope of oversight responsibilities.

**Merchant Credit Card - Cost Recovery**  
Monthly Revenues



**Merchant Credit Card - Transactions**  
Total Transaction Volumes and Dollars



#### Analysis

Overall, SFS is on-track for meeting FY 2011 revenue goals (current running average for FY 2011 is \$8,233/month, well above the target of \$7,451 to date.)

While FY 2012 is starting off below target, this is normal seasonal variation. Generally, the first three months of a fiscal year (i.e., Summer months) have fewer credit card transactions as there are fewer students on campus making payments to tuition, housing and food services. This results in "below target" revenues for these months.

#### Next Steps

SFS will continue to monitor the revenue stream over time to ensure self-sustainability of oversight and compliance needs.

## Collect Loans - Short-Term Loan Default Rate

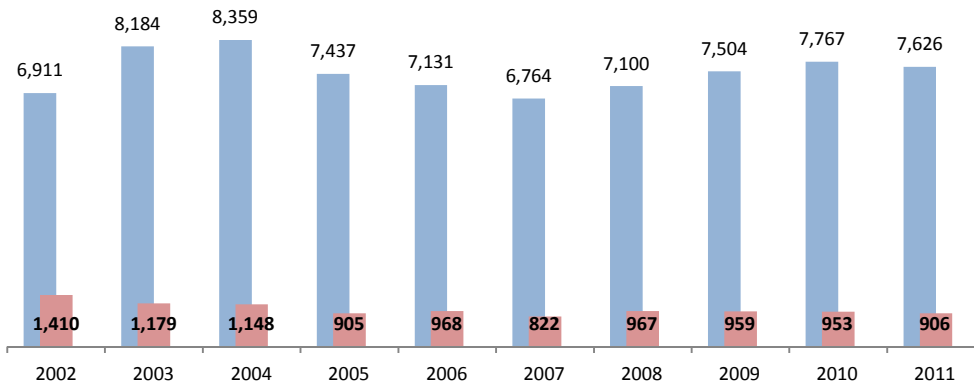
Financial

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**Short-Term Loan Delinquency Rates**  
(Target based on 2002-2010 Average)



**Number of Short-Term Loans Delinquent Compared to Total Number Issued**



**Total Dollars (Millions) Disbursed for Short-Term Loans**



### Definition

SFS is responsible for issuing and collecting on short-term loans. Loans are issued to students via MyUW and must be paid in-full by the end of the quarter in which the loan was issued. Students may apply for a one-time extension of another quarter. This period (i.e., one quarter or one quarter plus a one quarter extension) is the "term" of the loan.

SFS tracks the number of loans issued each year and compares this to the total number that are delinquent (i.e., not paid-in-full within a term). From 2002 to 2010, this has run an average of 13.9%.

SFS sets as a baseline target a rate of 12% -- or roughly one standard deviation below the historic average. SFS seeks to drive down the delinquency rate below this level.

### Analysis

While the number of loans have generally been increasing annually since 2007, the percentage of loans issues that become delinquent has remained relatively flat during this time. However, recent efforts on the part of SFS have dropped the delinquency rate below target.

An error was discovered in the 2010 reported number delinquencies which overstated the total number of delinquent loans. This has been corrected in this report.

### Next Steps

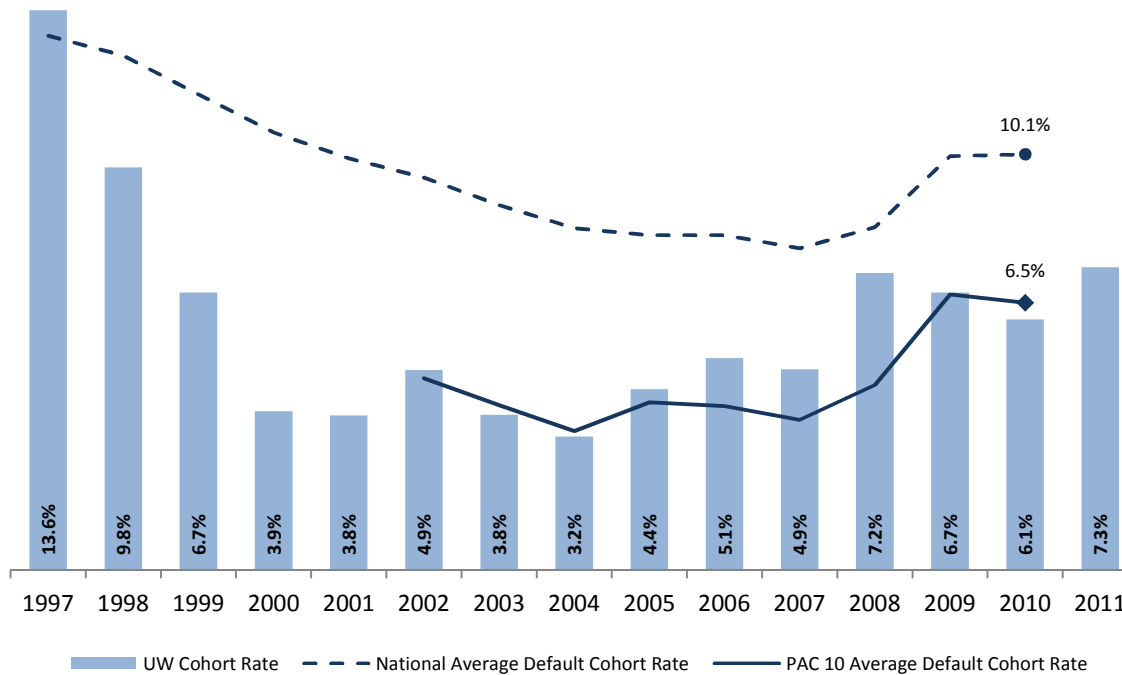
Procedures in place for communicating with borrowers will continue with improvements implemented to ensure a continued downward trend in delinquencies.

## Collect Loans - Federal Perkins Cohort Default Rate

Financial

Navigate: [Dashboard](#) [TOC](#) [Appendix](#)

**Federal Perkins Loan Cohort Default Rate**  
Compared to the National and PAC 10 Schools' Average Default Rates



### Definition

This measure compares the UW's Federal Perkins Loan Cohort Default rate against two average default cohort rates (i.e., the national average and the PAC-10 average rate).

SFS's target is to minimize, as much as possible, defaults within this program by keeping our rate lower than the National Average, with a stretch goal of being lower than the PAC-10 average rate. It should be kept in mind that economic factors and other issues outside SFS's control influence this measure.

National Average Default Cohort Rate: defined by the U.S. DOE as a national measure of borrowers who entered repayment during the prior fiscal year who are in default (>=270 days past due) by the end of the current fiscal year.

PAC 10 Average Default Cohort Rate: a subset of the National Average Cohort Default Rate limited to PAC 10 institutions.

### Analysis

SFS has continued to have a consistently lower default rate than the National Average and, as of 2009, has achieved its goal of meeting or exceeding the PAC-10 average. SFS expects UW's cohort default rate to increase in 2011 and beyond due to a number of economic factors impacting former students' ability to repay loans.

Note: This measure's targets are variable and our most current FY is judged initially against the prior FY reporting rates -- as the current year is not available until May or June of the following year.

### Next Steps

SFS will continue with outreach, advising and other intervention activities as appropriate, while monitoring the performance of our 3rd party collection agencies.

## Collect Loans - Cumulative Perkins Loan Default Rate

Financial

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### Definition

The "Cumulative Perkins Loan Default Rate and Defaulted Dollars by Fiscal Year" measures the overall "historical" default rate since inception of the program in 1959 in relation to the dollar amount in default at the end of the fiscal year. This default rate is derived by comparing the principal outstanding in default to the total dollars that have ever entered repayment (and is reported out annually to KPMG on the annual FISOP report.) These values are derived from the Campus Partners status summary report for program 04650.

The target for cumulative default rate is based on a 10 year average (1997 - 2007) of 2.4%. *SFS's goal is to minimize the overall cumulative portfolio default rate.*

Target will be re-assessed if the current cumulative default rate stays below the current target average for an additional two years (i.e., by end of 2011).

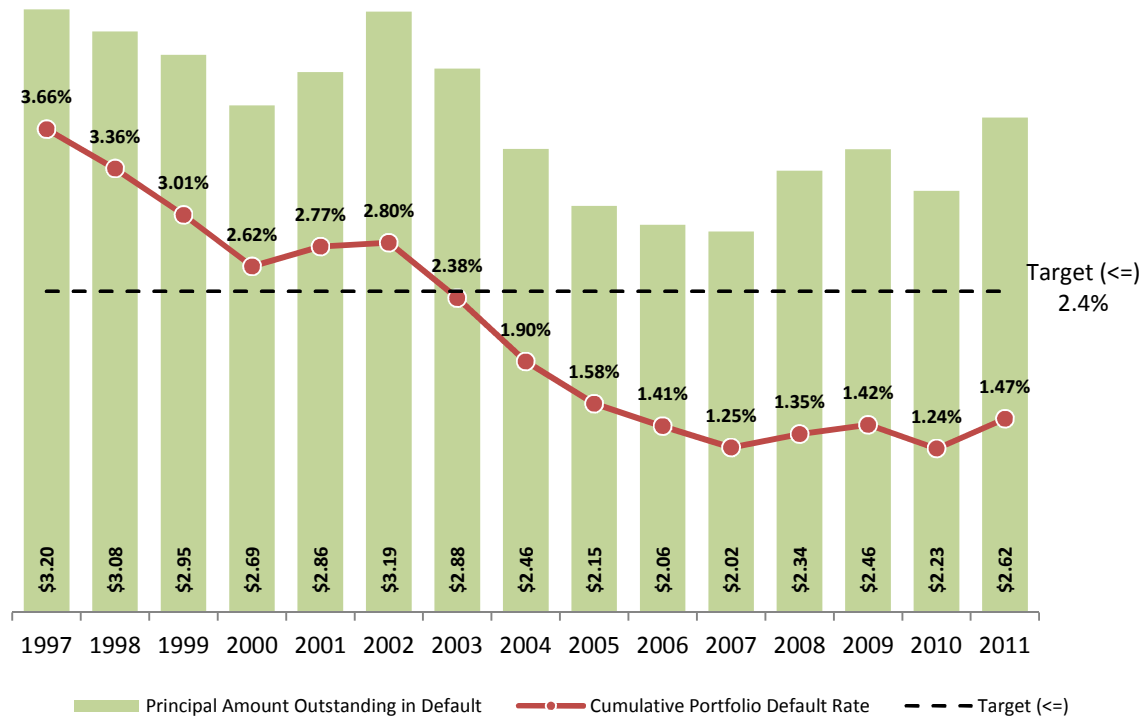
### Analysis

The historical default rate continues to trend downward indicating a relatively healthy overall repayment rate. However, we expect that until the current economic conditions improve, there may be a slight year to year increase starting in 2011 -- similar to that seen from 2007 to 2009.

### Next Steps

Monitor this trend in relation to ongoing external economic conditions and continue to track 3rd party collection agencies' performance.

**Cumulative Perkins Loan Historical Default Rate**  
Default Rate and Defaulted Dollars (millions) by Fiscal Year

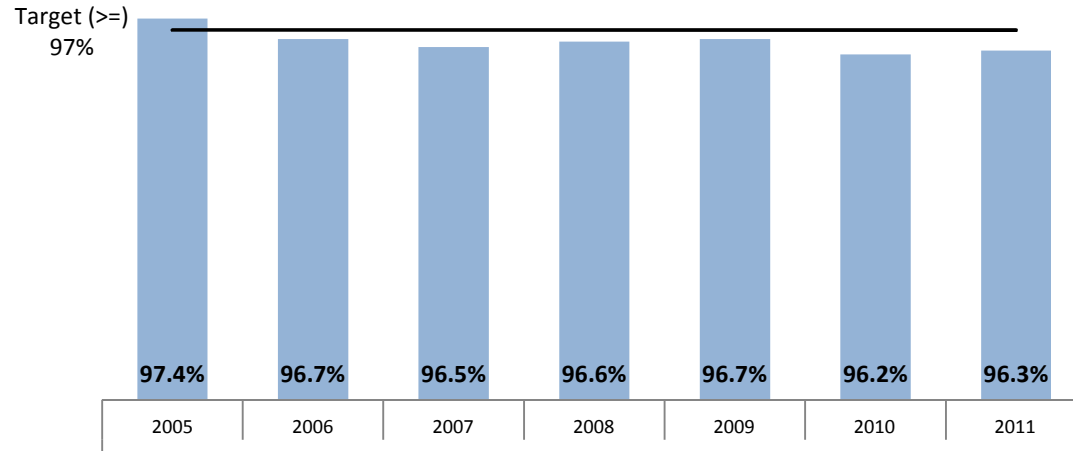


## Collect Tuition - Students Paying On Time

Financial

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**Percent of Students Paying Tuition on Time**  
(Paid before Late Fees Assessed)

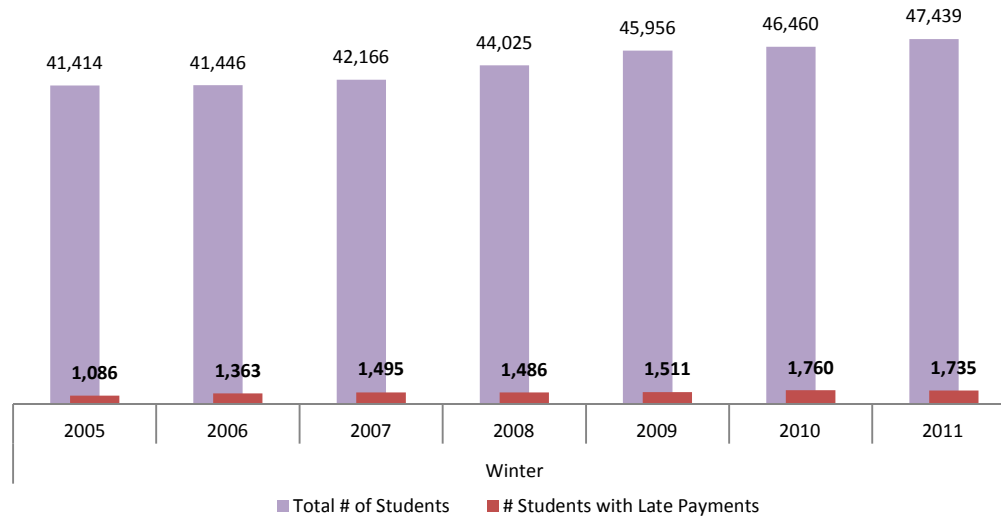


### Definition

SFS is responsible for the billing and collection of tuition and fees each quarter for students billed through the Student Database System (SDB). This measure takes the number of late payment fees assessed in a quarter, and divides it by the total number of students as assessed by the 10th-day census count to derive a "percentage of students paying tuition on time."

SFS targets a 97% "on time" payment rate for all but Summer quarter.

**Number of Students and Students with Late Payments**



### Analysis

This measure has been relatively stable for several years, with very little variation.

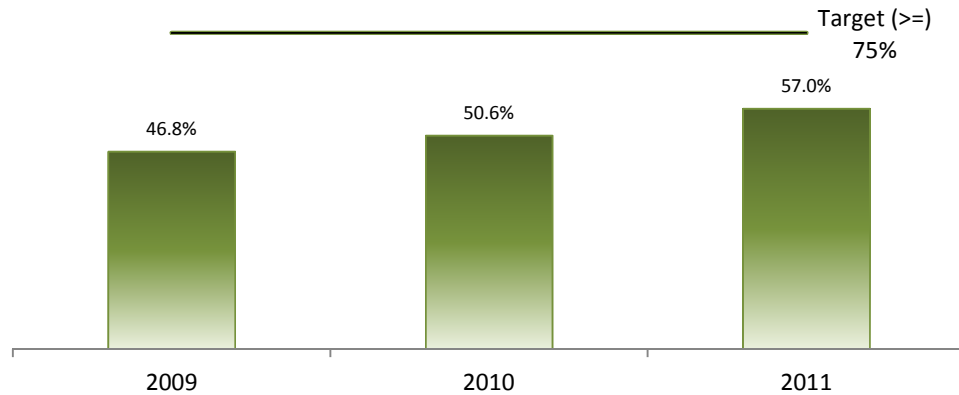
### Next Steps

Ongoing outreach and notification efforts regarding consequences of late payment and how to avoid late payment continue.

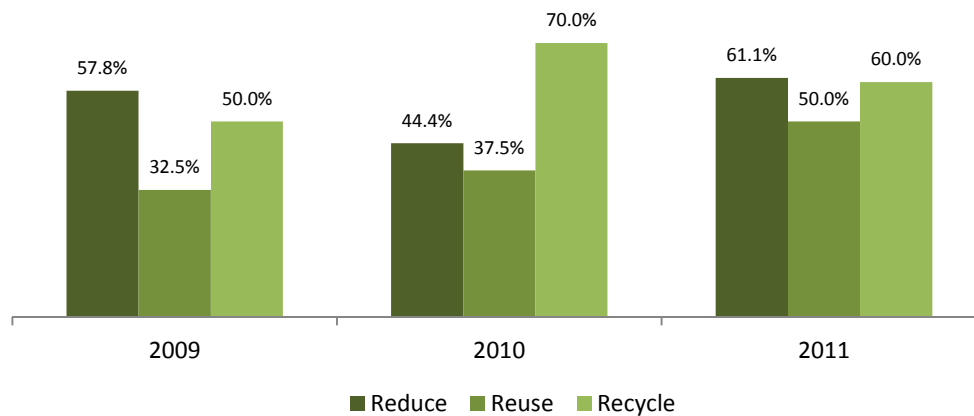
## Environmental Stewardship - Green Office Practices

### Learning & Growth

**SFS Office Greendex**  
Overall % of Officewide "Green" Practices



**SFS Office Greendex Subscores**  
% of Officewide "Green" Practices by Type



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#### Definition

The SFS "Greendex" (i.e., "green index") is a score of office practices in the areas of waste reduction, materials reuse, and recycling. It incorporates both overall office practices and individual staff "green" behaviors with data gathered through two surveys.

The measure is reported out as both a total aggregated value (our "Greendex") and across the three areas of "reduce", "reuse" and "recycle."

SFS targets an overall increase in overall green office practices, incorporating them into process and quality improvement initiatives, with a near-term goal of achieving 75% overall "green" practices.

#### Analysis

SFS is slowly improving its overall business practices toward a "green" workplace. Substantial improvements, however, remain to be made, particularly in the areas of waste reduction and resource reuse.

SFS made substantial progress from 2010 to 2011 thanks in part to a major commitment to reduction of consumables and reuse of materials.

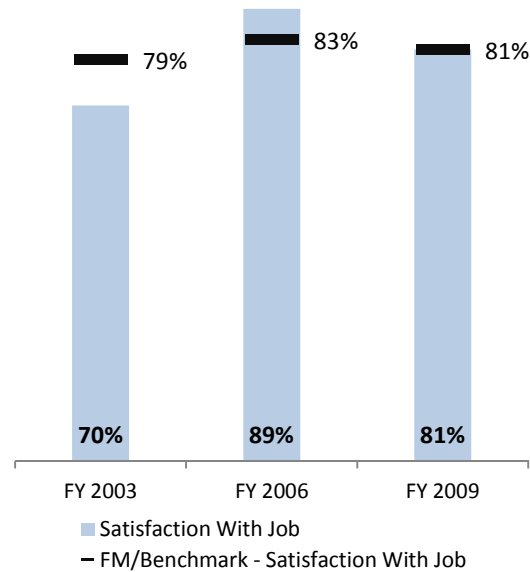
#### Next Steps

SFS will continue to stress green office practices on both a collective and individual staff level, and incorporate such as consideration in all PI/QI/LEAN initiatives.

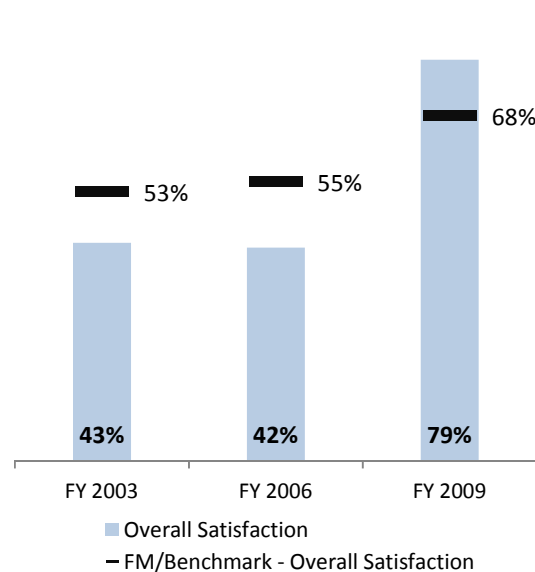
## Satisfied Staff - Job Satisfaction

### Learning & Growth

% of SFS Staff Satisfied with Job



Overall SFS Staff Satisfaction



Navigate: [Dashboard](#) [TOC](#) [Appendix](#)

#### Definition

Every three years, FM conducts a staff survey which includes questions related to individual staff satisfaction -- both overall and with their jobs. SFS captures this data for reporting out on this dashboard report.

To provide better context, SFS trends the survey data for "Overall Satisfaction" over time by score grouping on a normalized 5-point scale.

Trending - Overall Satisfaction by Score Groups



#### Analysis

For FY 2009, SFS staff align with FM overall on "Satisfied with Job" and rate higher on "Overall Satisfaction." However, with on-going budget reductions and an increased pace of operational change, it is likely that this is not representative of current staff perceptions.

Existing trend indicates that staff have been overall more satisfied over time (as indicated by scores of 4 and 5).

#### Next Steps

SFS has been seeking input from staff in a variety of ways to improve operations and will continue to do so.



## Training - EDPs

### Learning & Growth

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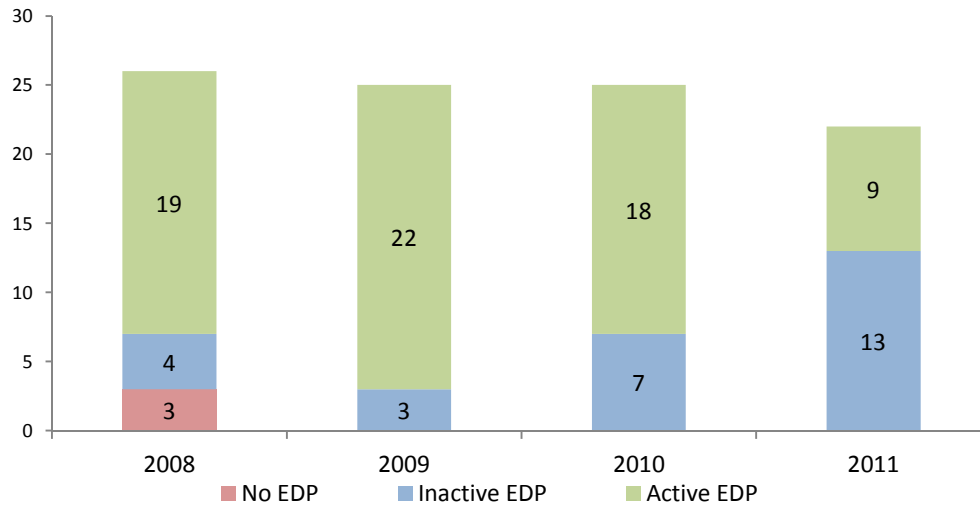
#### Definition

SFS aligns with FM's practice of having staff create and maintain Employee Development Plans -- written documents which outline an individual's professional goals over a 2-3 year time-span. These plans typically include goals, alignment with UW/FM/SFS needs, means defined to achieve the goals, the time-frame for meeting goals, and resource required (e.g., funding, release-time, etc.) EDPs are considered "active" if written or updated within the past two years.

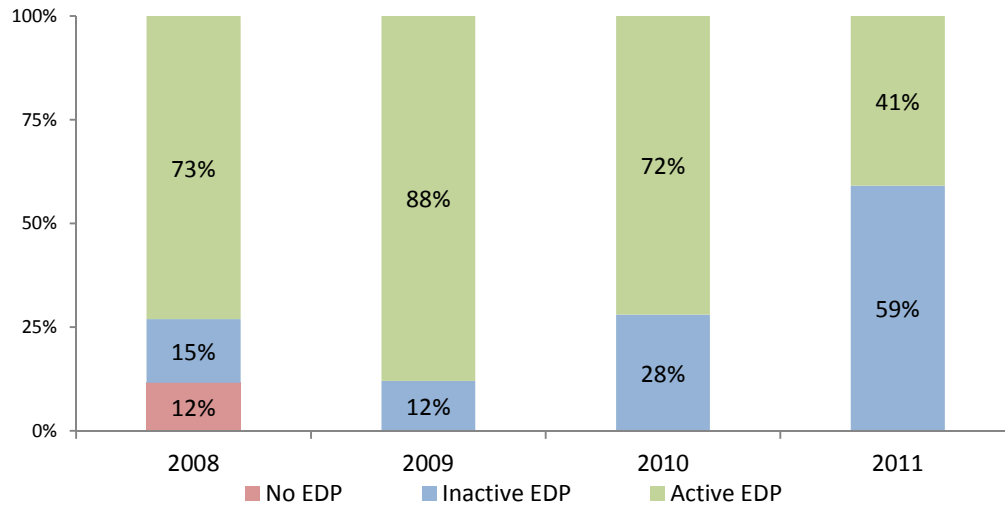
Measure only includes head-counts of staff who were employed through the end of the fiscal year.

SFS seeks to have 100% of staff retain active EDPs annually.

Number of SFS Personnel EDPs by Status



Percentage of SFS Personnel EDPs by Status



#### Analysis

SFS has undergone significant turmoil over the course of the past year, with staff departing and job duties being shuffled to accommodate an increased workload. This, coupled with declining budget allocation for training and several staff having met or exceeded their EDP goals, have led to less attention being paid to updating EDPs and/or their taking on additional individual professional development activity.

#### Next Steps

Supervisory staff will need to include EDP reviews as part of annual reviews in order to ensure that all staff have current EDPs in place, and a concerted oversight effort needs to be made to sustain active EDP status.

# Direct Loan Process

## LEAN Projects

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### Definition

Direct loan data transfers between the UW and the Department of Education (DEO) resulted in over 2,000 errors per year (an average per quarter error rate of 9.2%) -- with the result that students having received, returned or repaid loans would not have had their information correctly updated with the DOE. Consequences could include delays in loan processing and receipt of funds, rejection by the DOE of UW authorized loan amounts, and students being notified by the DOE of unpaid loan balances that had been paid.

Working with process partners in the Office of Student Financial Aid and the Office of Information Management, SFS's Direct Loans LEAN tem investigated and identified the cause of these errors, and implements programmatic fixes which took place December, 2010. **SFS is no longer tracking as this process now resides with OSFA.**

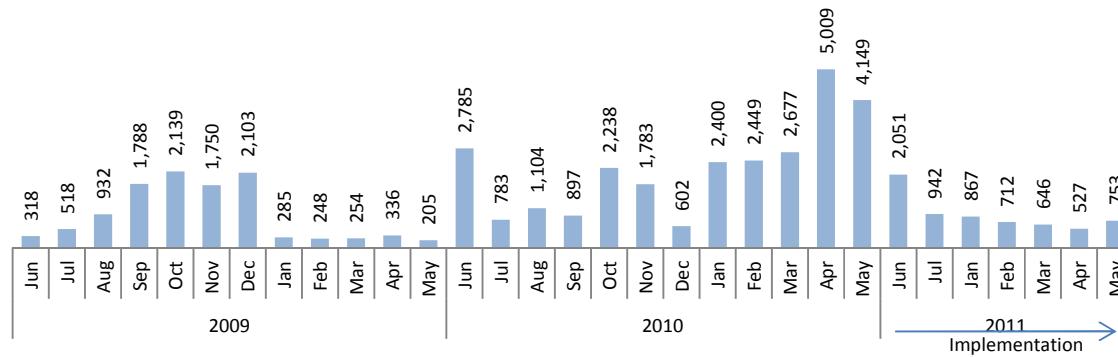
### Analysis

Since the programmatic fix, the number of rejected records for both the origination and the disbursements of direct loans has declined -- resulting in less staff time being devoted to correcting these records with the DOE. However, the overall rejection rate varies widely from month to month due to variable volumes of submitted records for both origination and disbursement. Even so, there is a general one year improvement trend when comparing rejection rates across the same months from 2010 and 2011 (e.g. June 2010 vs. June 2011.)

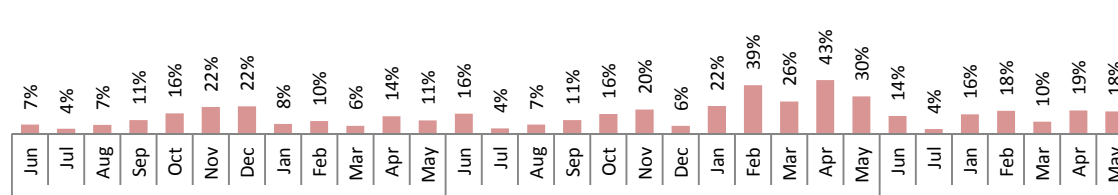
### Next Steps

SFS will continue to track errors to determine overall improvements and work on developing this into a more robust metric involving "error rate" calculations rather than raw counts of errors.

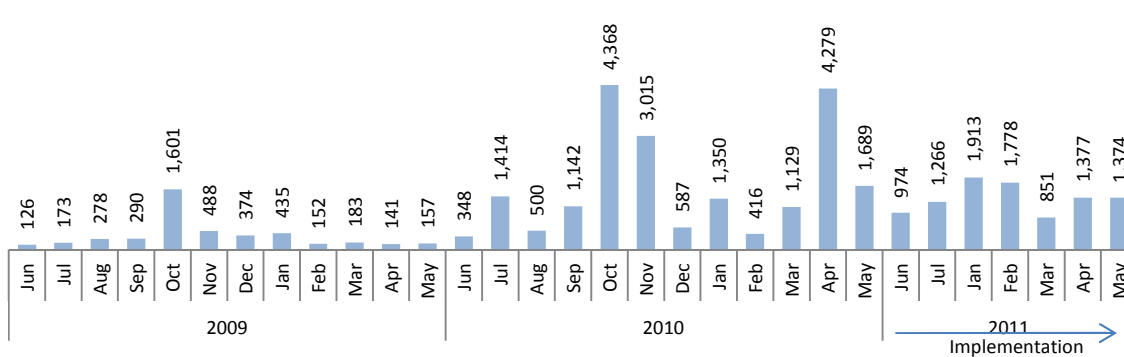
Direct Loan Origination Record Rejects



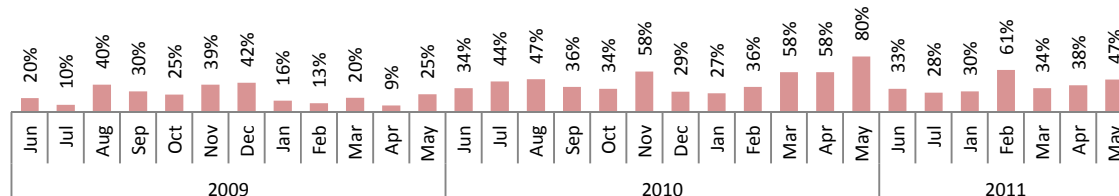
Direct Loan Origination Record Rejection Rates



Direct Loan Disbursement Record Rejects



Direct Loan Origination Record Rejection Rates



# Scholarships Process

## LEAN Projects

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### Definition

SFS handles a variety of scholarship and sponsored payments that do not originate with the Office of Student Financial Aid, including receiving and processing private scholarships. SFS embarked on a LEAN project to improve the processes related to private scholarships.

A key metric is the amount of time it takes to process a check in order to have the scholarship applied to the appropriate student account. *The check deposit process as currently measured involves identifying the student, the sponsor, the appropriate scholarship budget, and the scholarship amount, and determining if the payment is for a single quarter or multiple quarters, and for which specific quarters -- and keying this data into a database which is used to apply the scholarship to the students' account.* Streamlining this process can reduce the amount of time required per check.

SFS seeks to reduce the per check deposit processing time.

### Analysis

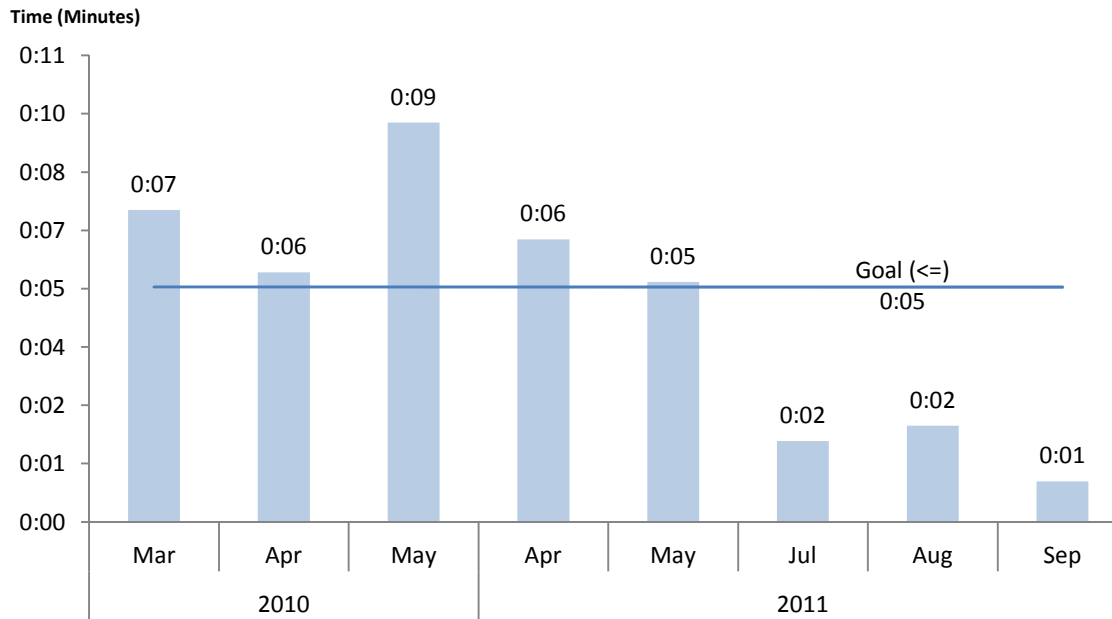
Process improvements as a result of the LEAN project have netted substantial gains over the past two months, lowering the average time to process a check for deposit from 5 minutes to 2 minutes. This was primarily accomplished by allowing staff to dedicate blocks of time to processing tasks (e.g., schedule time for the activity without additional overlapping duties such as answering general customer service calls.)

Time was not tracked or reported for June - no data available.

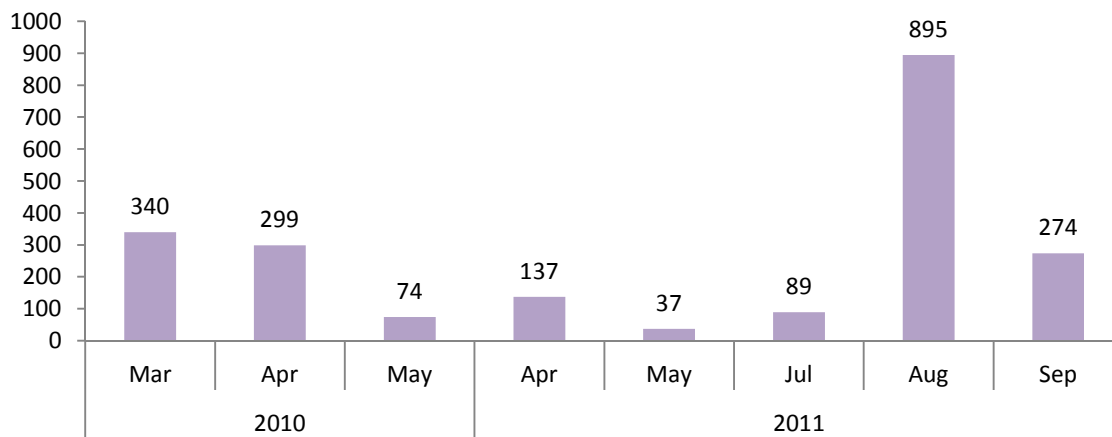
### Next Steps

Continue tracking time for deposits and gather historical data for additional context.

Scholarship Check Deposits - Time to Deposit



Scholarship Check Deposits - Number of Checks



## Appendix - Data Summary

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Description		2010		2011		
		Summer	Autumn	Winter	Spring	Summer
Active Student Accounts	# of Accounts with Activity	29,537	53,891	50,834	57,944	29,863
10th Day Enrollment (all campuses)	# of Students	17,523	49,050	47,439	45,529	17,690
Student Account Transactions	# of Transactions (all types)	167,803	468,877	413,036	416,394	166,668
Tuition Accounts Referred To Collection	# of Tuition Accounts	162	Not reported	Not reported	Not reported	Not reported
Tuition Billed	Current Quarter Amount	\$ 38,655,755	\$ 160,233,460	\$ 159,259,458	\$ 148,363,309	\$ 38,880,376
Delinquent Tuition Balance	End of Quarter Amount	\$ 782,101	\$ 850,443	\$ 672,749	\$ 870,532	\$ 782,102
Unpaid At End Of Quarter	% of Amount Unpaid	2.02%	0.53%	0.42%	0.59%	2.01%
	% Paid by Due Date	88.31%	97.96%	92.49%	94.14%	87.80%
	\$ Amount paid by Due Date	\$ 34,135,412	\$ 156,961,857	\$ 147,296,772	\$ 139,666,462	\$ 34,135,413
	% Paid by Registration	N/A	98.59%	97.32%	97.48%	N/A
	\$ Amount paid by Registration	N/A	\$ 157,974,739	\$ 154,991,976	\$ 144,624,019	N/A
	% Paid by End of Quarter	97.98%	99.47%	98.11%	98.77%	97.32%
	\$ Paid by End of Quarter	\$ 37,873,652	\$ 159,383,016	\$ 156,256,458	\$ 146,535,566	\$ 37,837,653
Uncollectible Receivables	# of Tuition Accounts	Not reported	Not reported	Not reported	Not reported	Not reported
	\$ Tuition Accounts	Not reported	Not reported	Not reported	Not reported	Not reported
	# Loan Accounts	Not reported	Not reported	Not reported	Not reported	Not reported
	\$ Loans Accounts	Not reported	Not reported	Not reported	Not reported	Not reported
	# Overawards	27	34	32	0	0
	\$ Overawards	\$ 58,500	\$ 106,479	\$ 62,240	\$ -	\$ -
Budgets Reconciled By Deadline	% bank accounts reconciled	99.94%	99.98%	99.99%	99.99%	99.34%
	% scholarships reconciled	99.41%	98.33%	98.55%	99.30%	99.49%
	% direct loans reconciled	99.39%	84.87%	100.00%	99.85%	99.07%
	% other loans reconciled	100.00%	100.00%	99.95%	99.90%	100.00%
Returned Checks (Students) [1]	# of Checks	43	47	30	20	114
	\$ Amount	\$ 50,217	\$ 138,647	\$ 104,607	\$ 103,999	\$ 774,993
Returned Checks (Departments)	# of Checks	3	6	3	Discontinued	Discontinued
	\$ Amount	\$ 5,135	\$ 7,548	\$ 105	Discontinued	Discontinued
Late Pay Charges	# of Late Charges	1,169	1,874	1,735	1,670	1,168
	\$ Amount	\$ 113,050	\$ 217,460	\$ 177,400	\$ 174,430	\$ 113,420
	% Students w/Paid Late	6.7%	3.8%	3.7%	3.7%	6.6%
Petitions	# Received	118	123	143	119	132
	# Approved	77	105	110	91	97
	% Approved	65%	85%	77%	76%	73%

## Appendix - Data Summary (Continued)

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Description		2010		2011		
		Summer	Autumn	Winter	Spring	Summer
Disbursements For Quarter	\$ Amount	\$ 51,020,599	\$ 202,086,172	\$ 192,396,247	\$ 185,816,614	\$ 55,243,075
	\$ Disbursed 1st Week	\$ 15,166,960	\$ 155,838,988	\$ 159,203,511	\$ 151,336,084	\$ 15,642,728
	% Disbursed 1st Week	30%	77%	83%	81%	28%
	Number Aid + Refund Checks	1,485	4,211	3,447	3,404	613
	Number of ACH Records	9,588	32,885	27,294	33,925	9,258
	ACH Dollar Amount	\$ 19,161,312	\$ 60,090,712	\$ 55,165,894	\$ 51,978,237	\$ 17,641,037
	% of Students Using ACH	87%	89%	89%	91%	94%
Cashier Payments	Cash Transactions (approx. #)	822	1,801	1,588	1,404	668
	Checks Processed (POP)	1,044	2,136	2,124	1,728	786
	Checks Processed (Manual)	1,026	1,627	1,039	1,075	859
	Cash Transmittals (CTs)	76	118	101	155	65
	Total # Student Account Payments	2,892	5,564	4,751	4,207	2,313
Lockbox Payments	# Payments	1,468	3,611	3,692	3,398	1,043
	\$ Amount	2,885,787	10,897,379	11,616,188	10,755,346	2,494,847
Lockbox Payment Errors	# Errors	53	118	111	89	41
	% Lockbox Errors	3.6%	3.3%	3.0%	2.6%	3.9%
Web Check Payments	# Payments	12,631	28,408	27,068	28,591	13,899
	\$ Amount	\$ 16,691,245	\$ 59,640,711	\$ 56,394,962	\$ 56,645,630	\$ 20,411,251
Web Check Payment Errors	# Web Check Errors	223	560	395	475	220
	% Web Check Errors	1.8%	2.0%	1.5%	1.7%	1.6%
Web Credit Card Payments	# CC Payments	1,047	2,138	1,871	1,636	995
	\$ Amount	\$ 2,857,644	\$ 8,512,260	\$ 7,289,931	\$ 6,858,840	\$ 2,791,426
Total In House Transactions	# Cashier/Manual Payments, Checks Issued	4,377	9,775	8,198	7,611	2,926
Total Remote Transactions	# Lockbox, Web, CC Payments, Direct Deposits	24,734	67,042	59,925	67,550	25,195
Total Transactions	Total # Payments and Disbursements/Refunds	29,111	76,817	68,123	75,161	28,121
% Of Total In House	% Cashier/Manual, Checks	15.0%	12.7%	12.0%	10.1%	10.4%
% Of Total Remote	% Lockbox, Web, CC, Direct Deposits	85.0%	87.3%	88.0%	89.9%	89.6%
Scholarship - Sponsor Payments (total of Billed + Prepaid)	# of Payments	3,012	4,358	2,520	2,379	2,873
	\$ Amount	\$ 4,907,838	\$ 10,362,409	\$ 4,395,998	\$ 5,668,211	\$ 3,954,191
Sponsor Payments Received - Billed	# of Bills	291	998	910	772	377
	\$ Amount	\$ 861,212	\$ 4,164,755	\$ 1,095,952	\$ 3,036,454	\$ 154,726
Sponsor Payments Received - Prepaid	# of Prepays	2,721	3,360	1,610	1,607	2,496
	\$ Amount	\$ 4,046,626	\$ 6,197,654	\$ 3,300,046	\$ 2,631,758	\$ 3,799,465
Guaranteed Sponsor Bills Paid <= 60 Days	% Paid	92%	93%	88%	89%	95%

## Appendix - Data Summary (Continued)

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Description		2010		2011		
		Summer	Autumn	Winter	Spring	Summer
Overawards - Received	Number	245	200	191	247	267
	\$ Amount	\$ 759,412	\$ 317,526	\$ 401,708	\$ 482,640	\$ 880,516
Overawards - Collected (Paid In Full)	Number	56	146	123	152	95
	\$ Amount	\$ 73,367	\$ 154,370	\$ 152,696	\$ 213,944	\$ 123,258
Overawards - Referred to Collection	Number	38	32	25	38	44
	\$ Amount	\$ 99,187	\$ 86,006	\$ 55,988	\$ 97,150	\$ 124,679
Invoices	Number Assigned	Discontinued				
	Number Paid	Discontinued				
	Total Outstanding \$ Amount	Discontinued				

[1] "Returned Checks" refer to checks processed by cashiers, and excludes web checks and lockbox processed checks. These other types are captured under "web check errors" and "lockbox errors". Values are higher for Summer 2011 than prior quarters due to a change in how data is extracted which counts "returned checks" based on banking data prior to its upload to SDB (prior extractions relied on data from SDB after the file upload and after adjustments had been made to student accounts). The change results in a more accurate count of total number of "returned checks" due to NSF, and their total dollar amount, than that provided by the prior SDB-based extractions. This technique will be used in all future reporting.