Dear Colleagues:

I am pleased to present the 2011-12 Annual Report for the Office for Student Financial Affairs (SFA).

This report provides detailed information about the major activities and events that have occurred in the reporting period July 2011 to July 2012.

The Annual Report also provides general information about the office.

This report is fully electronic, reflecting our efforts to reduce print publications and support sustainability efforts on campus.

Rick Wilder
Director, Student Financial Affairs
Our Mission

The mission of the Office for Student Financial Affairs is to enhance recruitment and retention of students through research and support of financial aid programs while assisting parents and students in planning for and meeting higher education expenses.

SFA staff assume a proactive role, reaching out to students to educate them about the benefits of higher education and the availability of financial aid.

Our Core Beliefs

• SFA believes that financial factors should not deny any student the opportunity to attend UF and successfully pursue their degree objectives.

• SFA is committed to maximizing the resources available to its students.

• SFA recognizes that each student’s financial situation is unique—we make every effort to develop policies and procedures that treat each student fairly and equitably while taking into account unusual circumstances.

Our Role

The Primary role of SFA is to provide financial resources to students who would otherwise be unable to receive a post-secondary education without assistance. SFA offers eligible students financial aid packages consisting of scholarships, grants, loans, and part-time employment, alone or in combination.

Leading the Way

Each year, SFA continues to enhance the quality of its financial aid services and delivery capacity. UF is one of the country’s leaders in providing financial aid to students, and has been frequently selected by the federal government to participate in experimental programs.
Overview

During the 2011-12 fiscal year, SFA delivered about $547 million in student aid from federal, state, institutional, and private sources to over 47,000 students.

What is Financial Aid?

Financial aid is defined as money provided to students and their families as either "gift aid" or "self-help" to assist in paying college costs. "Gift aid," as the name implies, is free money such as scholarships and grants, which students do not have to repay. "Self-help" programs include loans and employment and are so named because students must repay loans and work for money awarded through employment programs. Awards to students consist of scholarships, grants, loans, and employment—singly or in combination.

Important Factors

SFA awards aid to students according to financial need, defined as the difference between a student’s current educational costs and what the student and the student’s family can afford to pay toward these costs. UF uses a federally mandated need analysis formula provided by Congress to evaluate a student's financial need, based on information on the student's financial aid applications. Students and parents have the primary responsibility for paying students’ expenses. When the funds available from family, job income, savings, and other resources are insufficient to cover all of a student’s educational expenses, SFA makes every effort to meet the student’s remaining financial need.

Beyond the Money

SFA is, at its heart, a service organization. Besides disbursing financial aid monies, SFA strives also to assist and educate students—giving them the information, resources, and understanding necessary to become fiscally responsible and successful.

Towards this end, SFA offers financial aid advising services throughout the year, comprehensive financial aid publications, and state-of-the-art technical support including an interactive website and student aid file information through UF’s ISIS (Integrated Student Information System) website.

Facilities

SFA's Student Resource Center in our main lobby in S-107 Criser is available Monday through Friday to assist students with financial aid status checks, online aid application, and scholarship searches. Counseling and outreach...
services include financial aid advising, orientation workshops\(^3\), budget and debt management counseling, and financial planning. During the 2011-12 fiscal year, Outreach began work creating the Student Financial Management Center (SFMC), an area where students can receive personalized information and counseling in financial and budgetary matters.

SFA also provides access to alternative resources to help students who do not qualify for financial aid, or who need more assistance than SFA can provide.

\(^3\) Outreach/Training hosted more than 50 financial literacy workshops in 2011-12
As required by section 132 of the Higher Education Act of 1965, as amended, institutions participating in Title IV, HEA programs were required to provide a net price calculator to assist current and prospective students, families and other consumers in estimating the net price of attending their institution. SFA successfully launched the UF Net Price Calculator in September 2011 and it is prominently displayed and easily accessible from the SFA home page.

New Gainful Employment (GE) disclosure and reporting requirements went into effect July 1, 2011. These regulations required all institutions that offered GE programs to provide federally mandated disclosure information pertaining to costs, loan indebtedness, on-time graduation rates and job placement rates on their websites for students participating in these programs. SFA worked with the College of Dentistry to ensure that they were providing information that was compliant with the GE regulations for students enrolled in the Internationally Educated Dentist Program. Additionally, SFA was required to report comprehensive information for students enrolled in this program for the years 2006-2007 through 2009-2010 by October 1, 2011 to the Department of Education. This reporting requirement will continue on an annual basis.

Info/Pub continued work on its video podcast series, creating five new video tutorials on a variety of subjects.

Work began on the SFMC, the Student Financial Management Center.

SFA completed the transition from the Division of Student Affairs to the newly created Division of Enrollment Management.

The Special Programs section worked very hard during the 2011-12 fiscal to implement new federal regulations concerning Satisfactory Academic Progress (AP). These were the result of the first federal examination of AP regulations since 1983. There were many important changes, including the new status of
“warning,” a new petition process, the implementation of the “plan of work,” and the new status of “probation.” These changes in policy required numerous programming changes for Systems, as well as a significant change for Advising staff.

- A major Verification enhancement began during 2011-12 when the IRS and the Department of Education initiated an IRS Data Retrieval process with the 2011-12 Free Application for Federal Student Aid (FAFSA). For the first time, applicants and their parents could directly link with the IRS and transfer income information into the FAFSA. This eliminated the need for the applicants to provide additional tax documentation if selected for verification. During the 2011-12 award year, 5,572 parents and 5,250 students took advantage of the new data retrieval process.
SFA By The Numbers

Summary

Total Aid Disbursed $547,067,240
Total Aid Recipients (unduplicated) 47,400
Percentage of Enrolled Students Who Received Aid 85%
Average Undergrad Cost of Attendance (on-campus) $19,830
Average Undergrad Cost of Attendance (off-campus) $19,830
Average Undergrad Indebtedness (students graduating 11-12) $19,636
Federal Direct Stafford Loan 2010 Cohort Default Rate 2.20%

Breakdown by Type of Funds

Scholarships (including waivers) $188,692,306 (35%)
Grants $76,214,276 (14%)
Loans $263,623,818 (48%)
Employment $18,536,840 (3%)

Breakdown by Source of Funds

Federal $307,787,681 (56%)
State $129,896,731 (24%)
Institutional $82,384,670 (15%)
Private $26,998,158 (5%)

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1 Each student is counted only once in the total, regardless of how many awards the student receives

2 2011 Stafford Loan default rate not yet available
SFA By The Numbers

Florida Bright Futures
Total Bright Futures Students 25,916
Total Amount Disbursed $59,782,272
Percent In-State Freshman Receiving Bright Futures 96.13%
Percent In-State Undergraduates Receiving Bright Futures 73.21%
Academic Scholars $40,371,014
Merit Scholars $19,155,424
Gold Seal Vocational $100,776
Top Scholars $155,058

Machen Florida Opportunity Scholars
Number of Recipients 1,372
Total Dollars Paid $11,615,151
Average Family Income $16,634
Average Award $8,466
Fiscal Review

• SFA functioned with a $3,491,189 operating budget in 2011-12

• 95% went to Salary, 1% to OPS\(^1\), 4% to Operating Expenses

• State E&G funds provided 84% of the total budget

• Remaining 16% came from administrative allowance and financial aid fees

• Staffing was at 67.0 FTE\(^2\) as of July, 2012, up from 60.00 as of July 2011

• Operating expenses and OPS expenditures are variable year to year, depending on departmental needs and funds available

\(^1\)Other Personnel Services

\(^2\)Full-time employment
SFA’s Financial Aid Advising Section is the initial point of contact for all students who apply for aid or who need assistance with the financial aid application process.

All UF students and aid applicants are assigned to two-member financial aid advising teams according to the last two digits of students’ UFID. These teams are responsible for assisting students with all aspects of the financial aid process. They provide service to students via several methods: (1) on a walk-in basis, (2) by office appointments, (3) by telephone, or (4) by written communication.

SFA also maintains satellite offices to serve students in: the College of Business Administration’s graduate programs; the College of Dentistry; the College of Law; the College of Medicine; the Colleges of Health and Health Professions, Nursing, Pharmacy, and Veterinary Medicine.

In addition, the financial aid advising area is responsible for the Summer AIM program, the revision petition committee review process, and the coordination of aid for UF student athletes.
**Grants**

Grants are gift aid (no repayment required) awarded to students who show financial need.

**29,650 awards totaling $76,214,276 to 15,172 recipients**

<table>
<thead>
<tr>
<th>Grant Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Pell Grant</td>
<td>$45,813,968</td>
</tr>
<tr>
<td>Federal Supplemental Educational Opportunity Grant (FSEOG) Grant</td>
<td>$2,821,125</td>
</tr>
<tr>
<td>Federal Academic Competitiveness Grant (ACG)</td>
<td>$2,127,779</td>
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<tr>
<td>Florida Student Assistance Grant (FSAG)</td>
<td>$6,426,514</td>
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<tr>
<td>Graduate Grants</td>
<td>$2,947,520</td>
</tr>
<tr>
<td>National Science &amp; Mathematics Access to Retain Talent (SMART) Grant</td>
<td>$6,089,562</td>
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<tr>
<td>TEACH Grant</td>
<td>$39,500</td>
</tr>
<tr>
<td>Turner Grant</td>
<td>$8,869,446</td>
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<tr>
<td>Athletic Grants</td>
<td>$8,627,019</td>
</tr>
<tr>
<td>Metta Heathcote Grant</td>
<td>$93,757</td>
</tr>
<tr>
<td>Other Grants</td>
<td>$575,427</td>
</tr>
</tbody>
</table>

1 2011-12 is the program's last year
Scholarships

Scholarships are gift aid (no repayment required) based on academic achievement, but financial need may also be considered.

48,285 awards totalling $168,317,072 to 36,675 recipients

<table>
<thead>
<tr>
<th>Scholarship Type</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Florida Academic Scholars</td>
<td>$40,371,014</td>
</tr>
<tr>
<td>Florida Medallion Scholars</td>
<td>$19,155,424</td>
</tr>
<tr>
<td>Florida Vocational Gold Seal</td>
<td>$100,776</td>
</tr>
<tr>
<td>Florida Top Scholars</td>
<td>$155,058</td>
</tr>
<tr>
<td>Florida Opportunity Scholars</td>
<td>$11,629,377</td>
</tr>
<tr>
<td>Out-of-State Matriculation Waivers</td>
<td>$17,663,171</td>
</tr>
<tr>
<td>In-State Matriculation Waivers</td>
<td>$45,761,674</td>
</tr>
<tr>
<td>UF College Awarded</td>
<td>$27,181,161</td>
</tr>
<tr>
<td>National Merit</td>
<td>$567,055</td>
</tr>
<tr>
<td>National Merit Stipend</td>
<td>$479,980</td>
</tr>
<tr>
<td>Presidential Academic</td>
<td>$1,345,375</td>
</tr>
<tr>
<td>University Academic</td>
<td>$0</td>
</tr>
<tr>
<td>Miscellaneous Other State</td>
<td>$231,924</td>
</tr>
<tr>
<td>General &amp; Special</td>
<td>$1,015,747</td>
</tr>
<tr>
<td>Dental/Disadvantage</td>
<td>$124,503</td>
</tr>
<tr>
<td>Medical/Disadvantage</td>
<td>$60,522</td>
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<tr>
<td>Brecht</td>
<td>$101,500</td>
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<tr>
<td>Miscellaneous</td>
<td>$22,000</td>
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<tr>
<td>Lombardi</td>
<td>$209,000</td>
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<tr>
<td>Alliance Partner</td>
<td>$322,811</td>
</tr>
<tr>
<td>UF Gold</td>
<td>$944,000</td>
</tr>
<tr>
<td>UF Platinum</td>
<td>$764,000</td>
</tr>
</tbody>
</table>
**Loans**

Loans are considered self-help aid, as loan funds must be repaid.

**42,739 awards totalling $263,623,818 to 19,307 Recipients**

UF continues to participate in the Federal Direct Loan Program. The U.S. Department of Education (USDOE) acts as both lender and guarantor for Direct Loans, so only two agencies are involved: the federal government and the university. The university originates loans and disburses students’ loan funds when they have been approved. Repayments are made to a USDOE Federal Direct Loan Servicer.

<table>
<thead>
<tr>
<th>Loan Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subsidized Stafford</td>
<td>$91,106,912</td>
</tr>
<tr>
<td>Unsubsidized Stafford</td>
<td>$125,632,939</td>
</tr>
<tr>
<td>Perkins</td>
<td>$3,814,365</td>
</tr>
<tr>
<td>PLUS</td>
<td>$8,468,393</td>
</tr>
<tr>
<td>Grad PLUS</td>
<td>$27,184,305</td>
</tr>
<tr>
<td>Short-Term</td>
<td>$706,859</td>
</tr>
<tr>
<td>UF College Awarded</td>
<td>$848,154</td>
</tr>
<tr>
<td>Private</td>
<td>$5,216,272</td>
</tr>
<tr>
<td>Dentistry</td>
<td>$243,741</td>
</tr>
<tr>
<td>Medical</td>
<td>$143,000</td>
</tr>
<tr>
<td>Student Aid for Education</td>
<td>$188,878</td>
</tr>
<tr>
<td>Arthur I. Wallace</td>
<td>$21,000</td>
</tr>
<tr>
<td>Occupational Physical Therapy</td>
<td>$0</td>
</tr>
<tr>
<td>Veterinary Medicine</td>
<td>$49,000</td>
</tr>
<tr>
<td>UF Long Term</td>
<td>$0</td>
</tr>
</tbody>
</table>
Disbursements

$547,067,240 disbursed to 47,400 students
$229,859,375 in Federal Direct Loans disbursed

Disbursements monitors and controls the automated disbursement system and works with the University Bursar (UB) to ensure that the batch disbursement programs run correctly and efficiently.

Disbursements reviews student eligibility for loans, scholarships, and campus-based aid before disbursing these funds.

Disbursements receives, processes, and deposits paper checks from scholarship donors. During the 2011-12 fiscal year, the area processed 8,516 individual checks, totalling $16,194,363 in custodial scholarships.

Disbursements manages monthly and academic-year fund reconciliation between UF and the federal government for all Federal Direct Loan funds. This involves transmitting and reconciling all disbursement data and repayment data (due to voluntary or obligatory repayment) and internally adjusting student files when repayment occurs.

Awarding/Pell Processing

Awarding and Pell Processing staff process all financial aid award revisions and monitor Pell Grant delivery. Requests for revisions to students’ awards mostly come from financial aid advising staff when:

• students’ enrollment, residency, or housing statuses change
• students receive additional outside funds
• students request revisions to awards.

Awarding staff are also responsible for monitoring and adjusting awards when students’ need has been ‘overmet’ (outside resources such as scholarships, fellowships, etc. cause a student to be awarded more than they need). Awarding also monitors and documents students’ repayments of aid funds when required.

In addition to these responsibilities, Awarding has oversight of the Pell Grant program, including recalculations and reconciliation of grant funds.
State of Florida Programs

UF leads the state in Florida Bright Futures recipients (25,916)

UF leads the state in Florida Top Scholars recipients (134)

The Florida Department of Education offers a variety of student assistance programs that are administered by the State of Florida Bureau of Student Financial Assistance in Tallahassee, Florida. SFA’s State Programs Section is the UF liaison with the Bureau of Student Financial Assistance and is the campus administrator for most state-funded student scholarships and grants.

Major state of Florida programs administered through this section include:

• Florida Academic Scholarship*
• Florida Medallion Scholarship*
• Florida Gold Seal Vocational Scholarship*
• Top Scholars Award*
• Scholarship for Children/Spouses of Deceased or Disabled Veterans and Service members
• Florida Student Assistance Grant
• José Martí Scholarship Challenge Grant
• Robert C. Byrd Honors Scholarship¹
• Rosewood Family Scholarship Program
• Florida Work Experience Program

* Part of the Florida Bright Futures Scholarship Program

¹ Was not funded for 2011-12
**Student Employment**

Student Employment coordinates the following programs: Federal Work Study (FWS), including the Federal Community Service (FCS) component; and Student Other Personnel Services (OPS). Employment is considered self-help aid.

**$18,536,840 awarded to 7,146 students**

**Federal Work Study (FWS)** is funded 75% by the federal government and 25% by the institution. Awards are based on financial need.

1,010 awards totaling $1,838,024

**Federal Community Service (FCS)** was implemented in 1994, allowing students to work with various community agencies dedicated to improving community living.

**Other Personnel Services (OPS)** is a state-funded campus work program which is not based on financial need.

6,458 awards totaling $16,602,514

**Florida Work Experience Program (FWEP)** is a state-funded, need-based student work program which is awarded by SFA.

128 awards totaling $96,302

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1 Now known as STAS
Verification

3,743 student files selected for verification
3,301 files completed (88%)
3,488 discrepant files found
2,689 files completed (77%)

Verification is a review process established to confirm the accuracy of information reported on financial aid documents. Because the University of Florida participates in the Federal Quality Assurance Program\(^1\), it designs its own verification criteria to best target error-prone items among its unique applicant population. This is done in lieu of verifying students selected by the federal processor.

During 2011-12 items selected for verification were:

- Parents' and students' adjusted gross income
- Amount of federal income tax paid
- Nontaxable income reflected on tax returns and W-2 forms
- Household size and number of persons in college
- Excluded Income

\(^1\) See page 22
Responsible for maintaining the records of more than 85,000 financial aid applicants

Systems and Programming (S & P) develops and maintains the computer software systems needed for automated delivery of student financial aid at UF. The SFA computer system is a fully functioning, automated system comprising numerous files and/or modules, involving both batch and online processing.

S & P designs and maintains the online, web-based display system and coordinates electronic data exchange with federal, state, and local agencies to gather all information required to process students' financial aid.

Additional responsibilities include:

- The daily, two-way, electronic transmission of student records to and from the federal and state processors
- All email communications with students
- Daily and ongoing maintenance of the network
- Production and maintenance of federal reports as needed
- Relationships with outside departments & agencies including UF Bridges, Registrar/Admissions, UF Computing & Network Services (CNS), among others.

- Scheduled batch production & maintenance of 1,500 programs
- The online, real-time, updatable interface with the University Bursar (UB) for student award and disbursement data
- Nightly production interfaces with UF's Registrar's Office, UB, and student payroll files
**Documents/Mailroom**

Mailed more than 5,420 financial aid application packets  
Processed approximately 15,592 pieces of incoming mail  
Processed approximately 31,620 pieces of outgoing mail  
Bar coded 14,701 documents

The Document Editing Section is where the application processing cycle begins. The staff of this section receive, sort, date-stamp, and distributed an estimated 15,592 pieces of incoming mail during 2011-12, not including documents received directly by advisers or by drop boxes.  
This area handles the majority of mailouts for the office, including around 5,420 financial aid application packets to over 550 Florida high schools and community colleges at the beginning of every application year.  
This area is supported by two senior clerks from the Records area.

**Records/Scanning**

Received & Scanned 191,756 documents

SFA’s Records/Optical Scanning Section maintains an accurate, up-to-date system of records consisting of active and inactive files stored in three different file systems.  
This section optically scans, edits, and indexes all records. In 2011-12, this section scanned:

- Information Releases: 3,465
- Verification Checklists: 53,784
- Electronic data changes from the FAFSA: 6,107
- Pell Calculations: 22,764
- Awards and award revisions: 52,180
- Scholarship Documents: 17,544

The total number of documents received and scanned for the 2011-12 school year was 191,756, with the majority received between June and October.

1 Staff purge the file system once a year.
Academic Progress

2,250 Files Met Conditions for Warning Status
4,056 Files Met Conditions for Termination Status
1,549 AP Petitions Submitted
1,391 AP Petitions Approved (89%)

To comply with federal regulations, UF must ensure that all federal aid recipients maintain satisfactory academic progress (AP). This policy requires that students make progress toward their degree by maintaining a satisfactory qualitative standard (GPA) and a quantitative standard (such as credit hours earned and percent of hours earned/hours attempted). Students who fail to meet the specified standards are placed in warning status or are terminated from financial aid eligibility.

Three times a year, a financial aid academic progress program generates letters to students not meeting required standards. A petition procedure is available for students who believe their failure to maintain satisfactory progress is due to extenuating circumstances. The academic progress coordinator reviews petitions and oversees notifying students as to their AP status. Customer service advisers counsel students on the academic progress policy¹ and petition process.

¹ Officially published on SFA's website
Quality Assurance (QA)

There was no QA sample during the 2011-12 academic year.

In July 1989, SFA was selected to participate in the Department of Education’s Institutional Quality Control Pilot Project, which began in 1985. This project, now called the Federal Quality Assurance Program, is a management experiment to test the feasibility of giving institutions more discretion in designing policies and procedures that will result in quality administration of Title IV student financial aid. This was one of the first initiatives on the part of the federal government to involve institutions in developing internal controls, rather than mandating them from the federal level.

As a participating institution, UF is exempt from certain verification requirements as long as it remains actively involved in conducting quality assurance activities. The university develops and implements its own verification program, customizing it to reflect its own unique institutional setting and student population.

The Department of Education initiated a redesign of Quality Assurance (QA) practices in the 2000-2001 academic year. Beginning with 2004-05, a QA sample of approximately 350 students has been drawn every other year.

During 2011-12, QA schools did not do a random sample. Instead, schools uploaded and analyzed up to 1,500 records that the school had verified using their institutional criteria. An assessment of the results was used to determine if any modifications should be made to 2012-13 verification practices.

Self assessments of management practices were also performed.
**Information/Publication Services**

The Info/Publications (IP) Services area is responsible for SFA’s consumer information program, including the SFA website and the Gator Aid publications.

**SFA website averaged over 43,000 hits per month in 2011-12**

Info/Publication Services strives to disseminate high quality, cost-effective consumer information related to financial aid, using a variety of media, including:

- SFA website
- The Scholarship Search Engine sub-site ¹
- Gator Aid Application Guide (published annually) ²
- Gator Aid Handbook (published annually) ³
- SFA News (distributed electronically each semester) ⁴
- Student application and award materials (print/electronic)
- Various brochures (print/electronic)
- Timely, effective news releases for various news media, including Facebook and Twitter

Information/Publication Services also produces internal materials for SFA staff, including assisting with the Fact Book, the Staff Info Chart, and more.

A particular emphasis for Info/Pub during the 2011-12 fiscal year was the development of a series of financial aid tutorial videos, available both on SFA’s YouTube page and as a video podcast.

Info/Pub also implemented a significant redesign of the Gator Aid Handbook.

¹ A comprehensive listing of college-awarded aid at UF
² 12 pages, 20,000 copies. Gator Aid Guides are mailed to the guidance office of every high school in Florida.
³ 100 pages, only 3,500 copies printed. The Handbook is SFA’s in-depth publication.
⁴ Emailed to every student receiving financial aid. Typically, for the fall semester, upwards of 45,000 students are invited to read the newsletter.
### Outreach

**8,800 Potential Students Reached in Fall of 2011**

**81 Students Received Personalized FAFSA Assistance in their Residence Hall**

UF’s Outreach Coordinator continues to work in conjunction with UF’s Admissions Office to actively recruit students from diverse backgrounds to attend UF. A UF team travels throughout the southeast focusing its efforts on under served areas of these states.

The primary goal of the SFA outreach adviser is to reach out to incoming freshmen and transfer students through lectures, conferences, workshops, and other recruitment functions.

SFA continues to participate in Preview, UF’s summer freshman orientation program. Outreach and Training staff thoroughly brief students about financial aid before they enter UF, while providing the opportunity for financial aid applicants to check on the status of their awards and conduct business with the financial aid office.

### Training

**54 Financial Literacy Workshops**

**10 Full Staff Trainings**

**22 Professional Staff Trainings**

**8 Support Staff Trainings**

Because of the large number of financial aid programs administered by SFA, the complexity of the financial aid process, and the need for compliance with federal and state regulations, ongoing staff training is critical to SFA’s operation.

Training staff coordinate weekly 30-minute training sessions on timely subject matters, generally dealing with technical training, updates on specific program areas, and personal enrichment and growth.

Training staff also provide standardized, quality training for all new employees through a comprehensive, one-week orientation program.
SFA Staff
SFA Staff