Office of Student Financial Aid

2024-2025 Division of Student Affairs Budget Hearings
February 15, 2024

Western Carolina University

MISSION STATEMENT

The Financial Aid Office provides students with the highest quality service while helping to remove financial barriers to higher education at Western Carolina University. Our staff is committed to administering federal, state, and institutional assistance programs and maintaining compliance with laws and regulations.

REVENUE & FUNDING SOURCE

FUNDING SOURCE	2022-23	2023-24	2024-25
State of North Carolina	$633,741	$681,029	$705,851
Generated Revenue	$61,000	$61,000	$61,000
	$	$	$
	$	$	$
	$	$	$
Total	**$694,741**	**$742,029**	**$766,851**

- 2022-23 State of NC - $573,278 salaries + $60,463 operating budget + $61,000 generated revenue
- 2023-24 State of NC - $620,566 salaries + $60,463 operating budget + $61,000 generated revenue
- 2024-25 State of NC - $645,388 salaries (legislative increase included at 4%) + $60,463 operating budget + $61,000 generated revenue
- Generated Revenue is five-percent administrative cost allowance claimed against campus-based aid programs, Federal Work-Study and Federal Supplemental Education Opportunity Grant, and funds paid to Western Carolina for each unduplicated Federal Pell Grant recipient.

STAFFING & PERSONNEL

	2022-23		2023-24		2024-25	
	FTE	Total Salary (+ fringe if applicable)	FTE	Total Salary (+ fringe if applicable)	FTE	Total Salary (+ fringe if applicable)
Full-time	12	$573,278	12	$620,566	12	$645,388
Hourly	1	$0	1	$0	1	$0
Total		**$573,278**		**$620,566**		**$645,388**

- Hourly position paid from Admissions

STUDENT STAFFING

	2022-23				2023-24				2024-25			
	#Pos	Hrly/ Cont.	Rate	Total	#Pos	Hrly/ Cont.	Rate	Total	#Pos	Hrly/ Cont.	Rate	Total
Work Study	12		$9.50	$29,907	12		$9.50	$24,000	16		$9.50	$32,000
Non-work study	0		$	$0	0		$0	$	0		$	$0
Graduate(s)	0		$	$0	0		$0	$	0		$	$0
Total	**12**		**$**	**$29,907**			**$**	**$**	**16**		**$**	**$32,000**

- 2022-2023 represents the amount earned of the student employees represent the America Reads America Counts program.
- 2023-2024 total represents the award amount that can be earned during the academic year: 9 of the 12 student employees represent America Reads/America Counts community service positions.
- 2024-2025 total represents departmental goal for office and American Reads America Counts program.
- Graduate student staffing comes from WCU's Higher Education Student Affairs program.

PROFESSIONAL DEVELOPMENT

WHO	WHAT/WHY	2023-24
1 Assistant Director	New Aid Officer Training	$768
1 Dir, 1 Assoc Dir, 4 Assistant Dir	Federal Student Aid Virtual Conference	$0
1 Assistant Director	Financial Literacy training	$237
4 Assistant Directors, 1 Support Staff	National Association of Student Financial Aid Administrators (NASFAA) University credential courses	$2,000
2 Assistant Directors and 1 Support Staff	North Carolina Association of Financial Aid Administrators (Fall Virtual Conference)	$375
	Total	**$ 3,380**

- WCU Strategic Plan Goal 5.2 – Ensure all employees have access to valuable professional development and training opportunities, to support increased capacity and productivity as well as long-term career promotion opportunities.
- WCU Strategic Plan 2021 Goal 6.3 – Improve the effectiveness and efficiency of campus business processes, including technology enablement.

PROFESSIONAL DEVELOPMENT

WHO	WHAT/WHY	2023-24
4 Assistant Directors and 1 Support Staff	North Carolina Association of Financial Aid Administrators Spring Conference (April 8-10, 2024)	$6,000
		$
		$
		$
		$
	Total	**$6,000**

- WCU Strategic Plan Goal 5.2 – Ensure all employees have access to valuable professional development and training opportunities, to support increased capacity and productivity as well as long-term career promotion opportunities.
- WCU Strategic Plan 2021 Goal 6.3 – Improve the effectiveness and efficiency of campus business processes, including technology enablement.

PROFESSIONAL DEVELOPMENT

WHO	WHAT/WHY	2024-25
All Staff	Federal Student Aid Virtual Conference	$0
4 Assistant Directors	National Association of Student Financial Aid Administrators (NASFAA) University credential courses	$2,000
3-4 Assistant Directors	North Carolina Association of Financial Aid Administrators Conference	$5,000
2 Directors and 1 Assoc. Director	Ellucian Live Conference	$10,000
3 Assistant Directors	North Carolina Association of Financial Aid Administrators (Fall Virtual Conference)	$375
	Total	**$17,375**

- WCU Strategic Plan Goal 5.2 – Ensure all employees have access to valuable professional development and training opportunities, to support increased capacity and productivity as well as long-term career promotion opportunities.
- WCU Strategic Plan 2021 Goal 6.3 – Improve the effectiveness and efficiency of campus business processes, including technology enablement.

FACILITIES

WHAT	2022-23	2023-24	2024-25
Front door (main entrance) electronic key card access (materials)	$1,500	$1,500	$1,500
Building invoices (desks)	$320	$	$
CBORD door parts	$966	$	$
	$	$	$
	$	$	$
Total	**$2,786**	**$1,500**	**$1,500**

- In 2021-22, Financial Aid worked with Auxiliary Enterprises to install electronic key card access to the main exterior door for Financial Aid, University Scholarships, and Orientation. Work was completed in 2022-23. $1,500 annual charge reflects key card access management software.

EQUIPMENT

WHAT	2022-23	2023-24	2024-25
Computer Replacement	$6,455	$10,449	$9,500
	$	$	$
	$	$	$
	$	$	$
	$	$	$
Total	**$6,455**	**$10,449**	**$9,500**

- 2022-2023 – Financial Aid replaced two laptops and two desktops
- 2023-2024 – Financial Aid is replacing 6 laptops
- 2024-2025 – Financial Aid plans to replace 5 laptops
- Financial Aid follows a three-year replacement cycle

PROGRAMMING

	2022-23		2023-24		2024-25	
PROGRAM	EXPENSES	REVENUE	EXPENSES	REVENUE	EXPENSES	REVENUE
Financial Wellness	$	$	$1,000	$	$2,000	$
	$	$	$	$	$	$
	$	$	$	$	$	$
	$	$	$	$	$	$
Total	**$**	**$**	**$1,000**	**$**	**$2,000**	**$**

- Printing costs associated with Financial Wellness programming for FY 24 and FY 25 in support of SACSCOC standard 12.6
- The UNC system has started the process of fostering and growing Financial Wellness expectations by creating improved financial literacy and financial wellness programs among its collective student body.

GENERAL OPERATIONS

WHAT	2022-23	2023-24	2024-25
Postage	$10,603	$15,000	$16,000
Financial Aid Print Materials (Open House, WCU on Tour & Blitz, Orientation Flyers, Financial Aid Postcard, Cost Sheets, Letterhead, Envelopes, Graphics, etc.)	$10,603	$20,000	$12,000
Phones (VoIP) and Network Access Charges	$10,866	$12,606	$12,606
PawPrint	$1,540	$3,000	$3,500
Supplies/Miscellaneous	$28,745	$6,500	$6,500
Total	**$62,357**	**$57,106**	**$50,606**

- 2022-23 Phones - $1,992 FTE (12 times $166 per employee) plus $905.50 per month times 12 months.
- 2022-23 PC Asset Fee estimates $16 per computer times 16 computers.
- 2023-24 Phones - $1,992 FTE plus $884.50 per month times 12 months (3 lines will be transferred to University Scholarships, requested February 2024).
- 2024-25 phones - $1,992 plus 884.50 per month times 12 months.

GENERAL OPERATIONS

WHAT	2022-23	2023-24	2024-25
PC Asset Fee	$1,992	$1,992	$1,992
Service Agreements – OnBase (Key Mark) and Digital Signage (Navori), CBORD, VEERA,	$17438.55	$15,500	$16,000
National Association of Student Financial Aid Administrators (NASFAA), Southern Association of Student Financial Aid Administrators (SASFAA), and the North Carolina Association of Student Financial Aid Administrators (NCASFAA) Membership Dues	$3,682	$3,900	$4,000
College Financing Plan Award Offers for fall first-time UG students (includes printing and postage)	$12,654	$13,000	$13,000
	$	$	$
Total	**$35,767**	**$34,392**	**$34,992**

BUDGET REALLOCATIONS 2023-2024

PRIORITY	REALLOCATION	AMOUNT
	2023-24 Division of Student Affairs budgetary recodes	$10,457
		$
		$
		$
		$
	Total	**$10,457**

- Orientation, Undergraduate Admissions, and other Student Affairs budgetary recodes

BUDGET REDUCTION PLAN

Financial Aid salaries, training, and operations are covered by state funding. Any budget reduction could result in a staffing, professional development, and/or operating cost reallocation or reduction.

Financial Aid tries to provide staff with professional development opportunities for training and compliance. These efforts could be scaled back or prioritized to accommodate funding while balancing need-to-know information. Staff that participate in professional development opportunities would then provide training to other staff members.

Operating cost reductions possibilities may include the reduction in printing and postage costs for financial aid mailings and using email instead.

Financial Aid currently utilizes a 3-year replacement cycle on computers. In the event of a reduction, Financial Aid would consider a 4-year replacement cycle.

NEW BUDGET REQUESTS

PRIORITY	RECURRING/ ONE-TIME	NEED ADDRESSED	TIME FRAME	STRATEGIC INITIATIVE	AMOUNT
1	Recurring	Administrative capability – two FTE positions (Assistant Director of Financial Aid)	FY25	5	$92,442
2	Recurring Non-State Funding	Administrative capability (SACSCOC standard 12.6 student debt and financial literacy, Course Program of Study)	FY25		$10,000
					$
				Total	**$102,442**

- The National Association of Student Financial Aid Administrators (NASFAA) provides a model based on like institutions operating in similar circumstances to measure appropriate staffing levels for administrative capability. That model indicates average minimum staffing to be 14. WCU Financial Aid currently has 12 full-time staff.
- Administrative capability - To participate in the FSA programs, a school must demonstrate that it is administratively capable of providing the education it promises and of properly managing the FSA programs. 34 CFR 668.16.

RESERVES

ANTICIPATED 2023-24 EXPENDITURES	AMOUNT
	$
	$
	$
	$
	$
TOTAL	**$**

	AMOUNT
Ending 2022-23 Balance	$
Total Anticipated Expenditures 2023-24	$
Expected 2023-24 Ending Balance	$
EOY Operating Budget Reserve Coverage in Months	

- This slide does not apply to state-funded budgets without reserve accounts
- A 6-month operating budget is the preferred target.
- Needs with estimated timeframes (actual for FY 23, anticipated for FY 24)
- End Of Year (EOY) number of months operating budget covered by reserve balance for FY 23, anticipated FY 24.
- Reserve expenditures are subject to approval by the Vice Chancellor of Student Affairs.

SUMMARY

REVENUE/EXPENSES	2022-23	2023-24	2024-25	EXPLANATION OF DIFFERENCE
State Funds	$633,471	$681,029	$705851	
Fees (Stud./Health/ACA)	$	$	$	
Generated Revenue	$61,000	$61,000	$61,000	Administrative Cost Allowance claimed from Federal Pell, FSEOG & FWS
Grant Funds	$	$	$	
Total Revenue	**$694,741**	**$741,029**	**$766,851**	
Staffing/Personnel	$573,278	$620,566	$645,388	Staff includes 12 full-time and 1 part-time
Student Staffing	$0	$0	$0	All student staffing wages are paid through Federal Work-Study
Professional Development	$14,098	$9,380	$17,375	Federal Student Aid, state, and Banner conferences, training courses
Facilities	$2,786	$1,500	$1,500	Front door (main entrance) electronic key card access
Equipment	$6,455	$10,449	$9,500	Computer Replacement
Programming	$0	$1,000	$2,000	Financial Wellness
General Operations	$98,124	$91,498	$85,598	Postage, print materials, phones, printing, supplies, fees, service agreements, software, memberships, and budgetary recodes
Total Expenses	**$694,741**	**$736,393**	**$762,861**	
Contribution to Reserves	$	$	$	

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