

Administration and Finance - 2019

STUDENT FINANCIAL SERVICES ASSESSMENT PLAN



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Department Assessment Plans

■ Student Financial Services (SFS)

- Billing
- Fee Assessment
- Third Party Billing
- Payment Collection (online and in person)
- Customer Service
- Collections
- Refunds
- Installment Plans
- Emergency Loans
- Prepayment
- Collect payment for miscellaneous fees
- 1098T



Department Assessment Plans

Transactions

Academic Year	Total Transactions	Online Transactions	In-Person Transactions	Percent of Transactions Online
2016-17	175,582	116,741	58,841	66%
2017-18	184,851	128,389	56,462	68%
2018-19	196,971	149,329	47,642	76%

Handled Calls

Academic Year	Total Transactions
2017-18	30,338
2018-19	37,624
2019-20	41,912 (Projected)

September 2019

Mode of Service	Total Transactions
Handled Calls	8,141
In Person: Tuition and Fees	38%
In Person: Miscellaneous	61%



Department Assessment Plans

■ Definitions

- **Disenrollment (Dropped):** the administrative process by which students are dropped from classes when they do not pay their tuition and fees owed to the university for an academic term
- **Drop Threshold:** the amount of tuition and fees permitted to still be owed at time of disenrollment (i.e. \$500.00 or less)
- **Reenrolled** (for purposes of this assessment): Students who were disenrolled and then enrolled in courses again after paying the required prepayment amount for an academic term



Department Assessment Plans

■ Assessment Purpose

- Student Financial Services was seeking to understand how the current modes of service impact the disenrollment volume and if students were reenrolling after they were dropped.
- Question: **Are the current modes of service in Student Financial Services supporting student retention by reducing the number of students dropped for non-payment?**



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■ Assessment Methodology

- This assessment involved collecting data from the following systems:
 - PeopleSoft Campus Solutions
 - Excel files (historic records of disenrolled students)
 - Institutional Research Data
- The data was analyzed from fall term of each academic year from Fall 2011 – Fall 2019



Department Assessment Plans

■ Assessment Data

- The assessment included the following metrics:
 - Total number of students dropped
 - Drop threshold
 - Percentage of students that reenrolled
 - Percentage of student headcount on date of drop
 - Academic Standing of each student (i.e. Grad, Undergrad, Freshman, Sophomore, etc.)



Department Assessment Plans

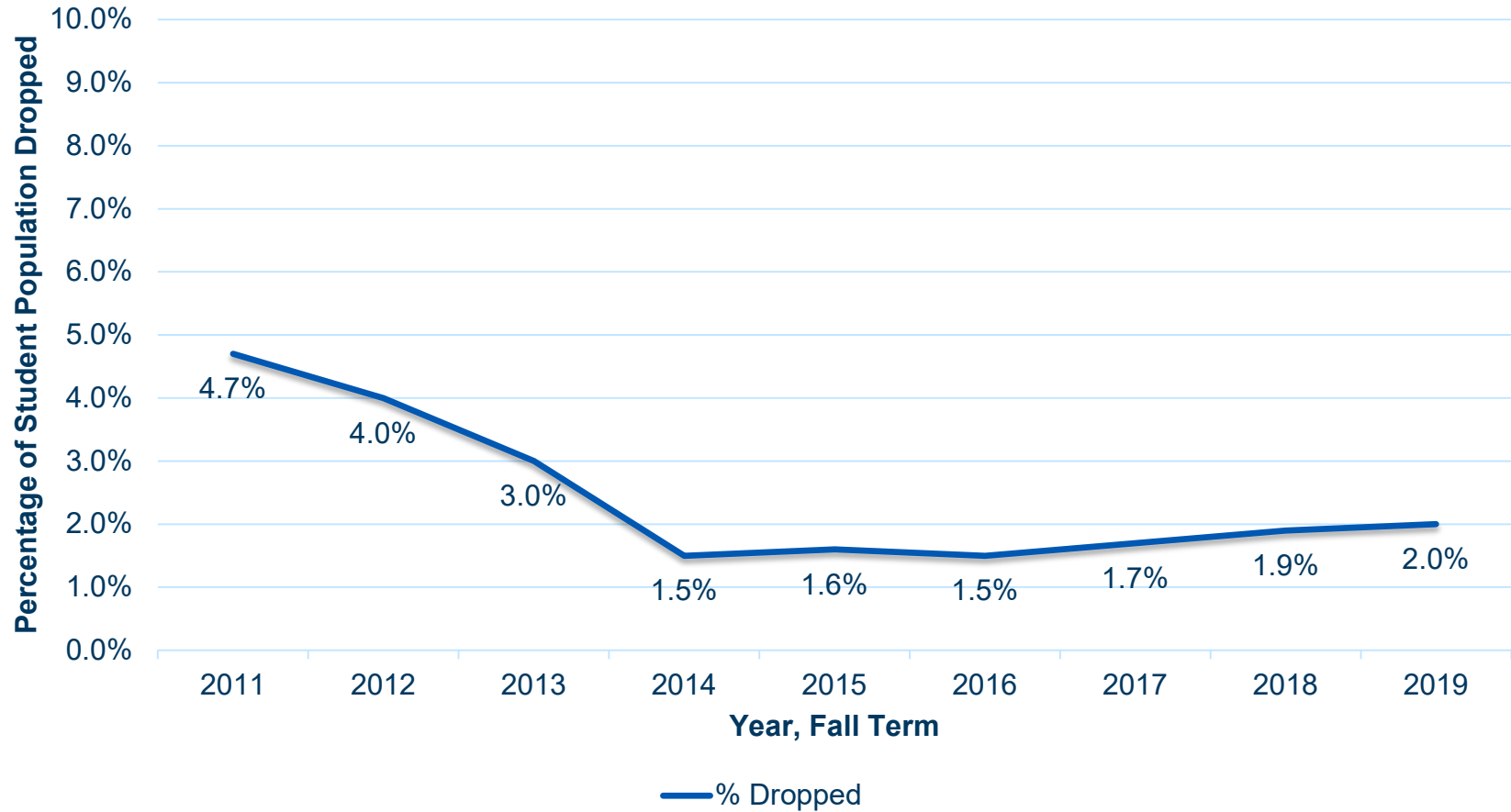
Disenrollment History

Fall Term	2011	2012	2013	2014	2015	2016	2017	2018	2019
Drop Threshold	\$350	\$350	\$400	\$700	\$700	\$700	\$700	\$1000	\$1000
Days Before Term	43	41	34	21	39	8	5	1	3
Student Dropped	726	655	500	154	296	305	352	375	397
Student Reenrolled	526	503	399	130	212	193	240	225	255
% Reenrolled	75.2%	76.8%	79.8%	84.4%	71.6%	63.3%	68.2%	60%	64.2%



Assessment Findings

Percent of Total Population Dropped



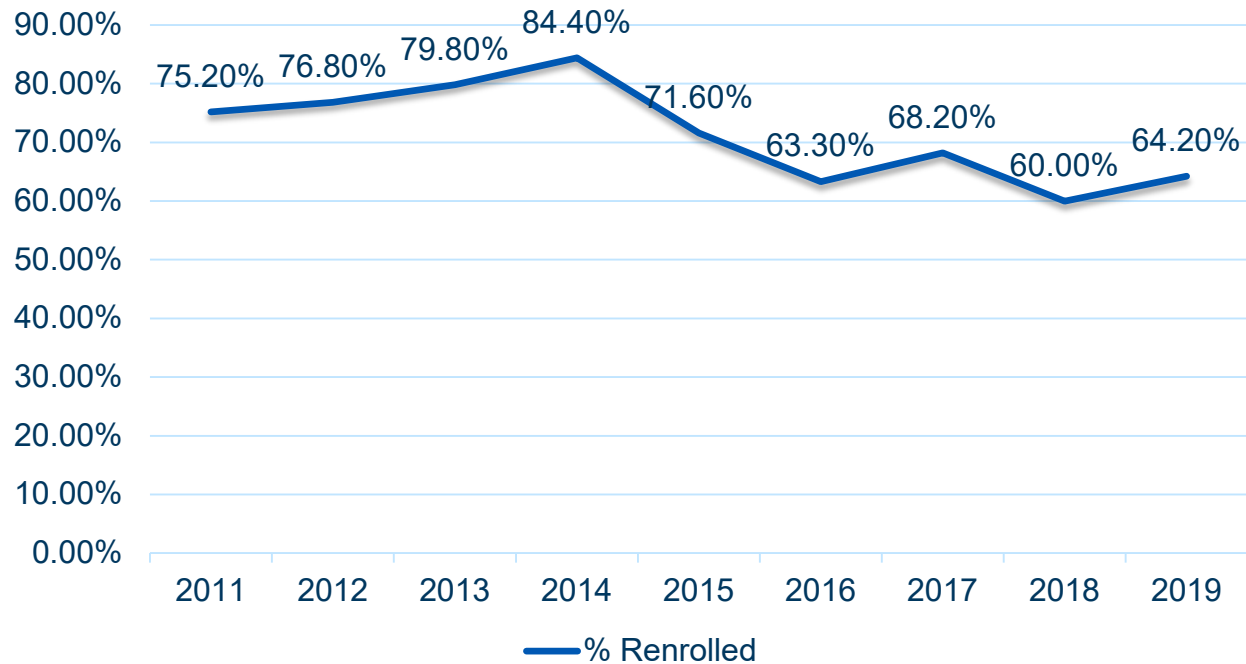
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Assessment Findings

Percentage of Students that Reenrolled

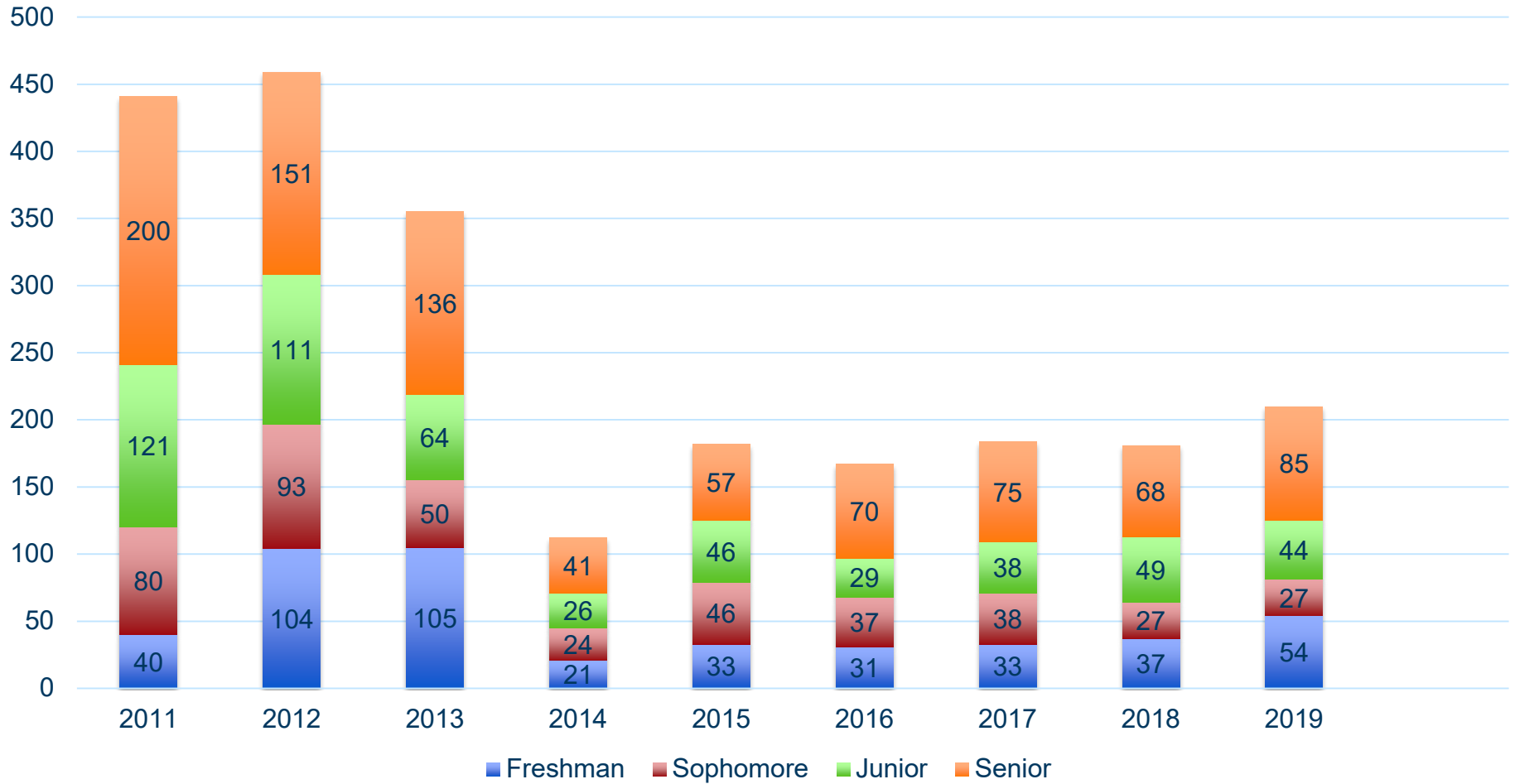


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Undergraduate Students That Reenrolled by Class Standing



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Assessment Outcomes

■ Implications for Practice

- Further study of all terms needed
- SFS needs to create a strategic communication plan in partnership with Financial Aid and Scholarships to increase awareness
- Evaluate the reenrolled student groups to determine how to be more proactive