



Introduction

Welcome to the NACUBO 2021 Student Financial Services Benchmarking Study supported by [TouchNet](#).

Please note that once you have submitted your answers you will no longer be able to log in to the survey. You can preview a PDF of the survey instrument [here](#).

This initiative provides bursars, student financial service directors, and other business office personnel at NACUBO-member institutions with the opportunity to compare their student account receivables, billing collections activities, tuition payment methods, and other student-centered financial services with self-selected institutional peer groups. NACUBO will report aggregated results publicly.

Please complete as much of this survey as you possibly can. **All answers will remain strictly confidential. NACUBO will only report these data in the aggregate - NO individual institutional data will be released.** However, if you believe there are any questions you find objectionable or cannot answer, please feel free to skip them. If you have any questions, please contact NACUBO Research via research.nacubo@nacubo.org.

COVID-19

The global pandemic has created unique challenges for nearly all higher education institutions. This year's SFS benchmarking survey has several new questions that are designed to measure the effects of COVID-19 on institutions student financial services.

Diversity, Equity, and Inclusion

Additionally, in light of the recent focus on diversity, equity, and inclusion (DEI) in higher education, this year's SFS benchmarking survey also includes questions on trends in collections and institutional staffing based on race/ethnicity as well as gender.

*Please have your survey submitted by COB on **May 14, 2021**.*

Institutional Information

Institutional Information

1. Total number of full-time equivalent (FTE) students enrolled at your institution in Fall 2019.
2. 12-month unduplicated student headcount in academic year 2019-20. (Whole numbers only.)
3. Total number (unduplicated headcount) of full-time permanent student financial service positions at the end of fiscal year 2020 (FY20). (Whole numbers only.)
4. Total number (unduplicated headcount) of part-time permanent student financial service positions at the end of FY20. (Whole numbers only.)

5. Please provide the total number (unduplicated headcount) of staff employed in the student financial services area by years of employment at the end of FY20 (exclude temporary workers and work-study students). **The sum of these responses (in the Total box) MUST be the same as Question 3 plus Question 4. Add them together to make sure.**

Less than 1 year	<input type="text" value="0"/>
1 - 5 years	<input type="text" value="0"/>
6 - 10 years	<input type="text" value="0"/>
More than 10 years	<input type="text" value="0"/>
Total	<input type="text" value="0"/>

6. Please provide the total number (unduplicated headcount) of staff employed in the student financial services area by gender at the end of FY20 (exclude temporary workers and work- study students). **The sum of these responses (in the Total box) MUST be the same as Question 3 plus Question 4. Add them together to make sure.**

Male	<input type="text" value="0"/>
Female	<input type="text" value="0"/>
Other/Non-binary	<input type="text" value="0"/>
Gender unknown	<input type="text" value="0"/>
Total	<input type="text" value="0"/>

7. Please provide the total number (unduplicated headcount) of staff employed in the student financial services area by race and ethnicity at the end of FY20 (exclude temporary workers and work- study students). **The sum of these responses (in the Total box) MUST be the same as Question 3 plus Question 4. Add them together to make sure.**

American Indian or Alaska Native	<input type="text" value="0"/>
Asian	<input type="text" value="0"/>
Black or African American	<input type="text" value="0"/>
Hispanic/Latino	<input type="text" value="0"/>
Native Hawaiian or Other Pacific Islander	<input type="text" value="0"/>
White	<input type="text" value="0"/>
Two or more races	<input type="text" value="0"/>
Race/ethnicity unknown	<input type="text" value="0"/>
Total	<input type="text" value="0"/>

8. How many unduplicated headcount staff employed in the student financial services area did you lose, if at all, as a result of COVID-19?

9. Total dollar amount of your institution's student financial services' operating budget for FY20.

HELP TEXT

Question 1:

Include ALL students (undergraduate, graduate, and professional students enrolled in credit-bearing courses) enrolled in Fall 2020.

Question 2:

Include the unduplicated headcount of ALL students (undergraduate, graduate, and professional students in credit-earning courses) who were enrolled on your campus from July 1, 2019, to June 30, 2020. Your response should be based on the data you report for the annual U.S. Department of Education's IPEDS 12-Month Enrollment survey.

Questions 3 and 4:

Include permanent staff from the following departments: cashiering, collections, billing, student accounting, disbursements, and customer services, including Perkins Loan staff. These staff positions should be budgeted under your institution's student financial services operating budget. Please exclude all staff who work full-time in the financial aid department, temporary employees, and student workers. For Question 4, count staff whose duties are split between student financial services and financial aid (e.g., in a "one-stop shop") as part-time student financial services staff.

Questions 5, 6, & 7:

Include permanent staff from the following departments: cashiering, collections, billing, student accounting, disbursements, and customer services, including Perkins Loan staff. These staff positions should be budgeted under your institution's student financial services operating budget. Please exclude all staff who work full-time in the financial aid department, temporary employees, and student workers. Count staff whose duties are split between student financial services and financial aid (e.g., in a "one-stop shop") as part-time student financial services staff. The sum of this response should be equal to the sum of the responses in questions 3 and 4. Please check to make sure.

Question 9:

Budgeted expenditures for the following departments should be included: cashiering, collections, billing, student accounting, disbursements, and customer service. Please exclude the financial aid department. Only salaries and budgeted expenses should be included; do not include revenue.

COVID-19

COVID-19

10. Excluding customer service, on which area of student financial services did COVID-19 have the greatest impact?

Please rank the impact from greatest to least (greatest = 1).

- Third-party sponsored accounts
- Student payments
- Unpaid balance and collections
- Student refunds
- Outstanding account receivables and loan receivables
- Other (please specify):

11. Based on your response to Question 10, briefly explain why this area of student financial services (i.e., that you ranked number one) most impacted by COVID-19. In what ways was this area of student financial services affected?

Unpaid Balances & Collections

Unpaid Balances & Collections

If you do not have any students with an unpaid balance and/or accounts placed in collections, please enter zero in the fields.

12. Please provide the number of students with an unpaid balance (cumulative) at the end of FY20. This includes currently enrolled students and prior students no longer enrolled with an unpaid balance. Do not include students whose unpaid balance has been written off.

13. Total dollar amount of unpaid balances (cumulative) at the end of FY20.

\$

14. Total number of students whose account was placed in collections during FY20.

HELP TEXT

Question 12:

Number of student accounts with an unpaid balance at the end of FY20 for all students who were enrolled at any time during FY20 as well as those who are not currently enrolled (they can be from previous fiscal years). Please do not include those students whose unpaid balance has been written off. **Data should be only for students enrolled in credit-earning courses.**

Question 13:

Dollar amount of the accounts with outstanding balances reported in question 12. Please include all balances (cumulative) at the end of FY20. **Data should be only for students enrolled in credit-earning courses.**

Question 14:

Include any student accounts placed in an internal or external collections process during FY20. They can be currently enrolled or no longer enrolled as long as the individual was placed into collections from July 1, 2019 to June 30, 2020. **Data should be only for students enrolled in credit-earning courses.**

Student Payments

Student Payments

15. Total dollar amount received from student payments for FY20. (Include third-party payments, outside scholarships, and employer benefits; do NOT include loans and financial aid disbursed by your institution or tuition waivers/exemptions from your institution.)

\$

16. Of the total dollars reported above in question 15, provide the percentage of dollars received through the channels below for FY20. **The percentages must add to 100.**

If you cannot answer this question, please enter 100 in the Unable to Answer/Unknown category.

% Manual (i.e., in-person transactions, mail, telephone)

% Lockbox

% Internet (i.e., online payments of all types including e-checks, credit cards, and debit cards)

% Bank Wire

% Monthly Payment Plan Provider

% International Payment Processor

% Other (please specify)

% Unable to Answer/Unknown

17. Of the total dollars reported in question 15, provide the percentage of dollars received through the following methods used to transfer funds for FY20. **The percentages must add to 100.**

If you cannot answer this question, please enter 100 in the Unable to Answer/Unknown category.

% Check

% E-check (ACH/EFT)

% Credit Card (in-person transaction)

% Credit Card (web-based/electronic)

% Cash

% Other (please specify)

% Unable to Answer/Unknown

HELP TEXT

Question 15:

Include all payments for charges listed on the tuition and fee bill (including room and board). Loans and financial aid disbursed by the institution (e.g., Title IV funding) as well as institutional tuition waivers should be excluded; however, you should include outside scholarships and employer benefits. **Data should be only for students enrolled in credit-earning courses.**

Question 16:

- "Manual" should include in-person, telephone, and mail transactions, as well as any other transaction that requires processing by a staff member.

- “Internet” should also include online payment transactions of all types including e-checks (ACH/EFT/direct deposit), credit cards, and debit cards.
- “Monthly Payment Plan Provider” should include third-party payment plans, regardless of the payment plan’s timeframe.
- “International Payments Processor” should include foreign payments processed through a third-party vendor on your behalf (e.g., peerTransfer, Western Union).
- If your institution cannot answer this question, please enter “100” in the “Unable to Answer/Unknown” category.

Question 17:

- “Check” should include paper checks delivered in person or by mail. This can include money orders and cashier’s checks.
- “E-check (ACH/EFT)” should include electronic checks or direct deposits.
- Include payments from a third-party payment plan provider or international payments processor in either “Check” or “E-check (ACH/EFT),” depending on how the third-party provider remitted funds to your institution.
- If your institution is able to distinguish debit card from credit card payments, please report the debit amount in the “other” category.
- If your institution cannot answer this question, please enter “100” in the “Unable to Answer/Unknown” category.

Student Refunds

Student Refunds

18. Total dollar amount of all credit balances disbursed to students in FY20. If you did not make any disbursements for credit balances, please enter zero.

\$

19. Of the total dollars reported in question 18, provide the percentage of dollars disbursed for credit balances by method used to transfer funds for FY20. **The percentages must add to 100.**

If your institution cannot answer this question, please enter “100” in the “Unable to Answer/Unknown” category.

% Electronic Direct Deposit to Bank Accounts

% Paper Checks

% Credit Card Refund

% Cash Refund

% Stored Value Card or Other Transaction

% Other (please specify)

% Unable to Answer/Unknown

HELP TEXT

Question 18:

Include financial aid refunds and other overpayments paid to all students (undergraduate/graduate, part-time/full-time, etc.) or their parents. **Data should be only for students enrolled in credit-earning courses.**

Question 19:

If your institution cannot answer this question, please enter "100" in the "Unable to Answer/Unknown" category. **Data should be only for students enrolled in credit-earning courses.**

Outstanding Account Receivables and Loan Receivables

Outstanding Account Receivables and Loan Receivables

If you do not have any students with an unpaid balance and/or accounts placed in collections, please enter zero in the fields.

20. Total dollars charged/invoiced to student accounts during FY20.	\$ <input type="text"/>
21. Of the total dollars charged/invoiced to student accounts (based on your response to Question 20), provide the dollar amount that was outstanding at end of FY20.	\$ <input type="text"/>
22. Total dollar amount of institutional loan receivables. If your institution did not have any institutional loan receivables, please enter zero.	\$ <input type="text"/>
23. Total dollar amount of institutional loan receivables (from question 22) written off during FY20.	\$ <input type="text"/>

HELP TEXT

Question 20:

Include all charges to student accounts for students who actually enrolled. Do not net out institutional grants. **Data should be only for students enrolled in credit-earning courses.**

Question 21:

If your institution did not have any outstanding account receivables, please enter zero. The number you enter **SHOULD NOT** exceed the number you enter for Question 20. This response should be based on your response to Question 20.

Question 22:

Include only in-house institutional loans. Federal loans (for example: Perkins, Stafford, HEAL, HPSL) and short-term institutional loans (loans under 90 days) should be excluded. Include outstanding institutional loan receivables that carry over from one fiscal year to the next in the total dollar amount.

Question 23:

Institutional loan receivables written off are those removed from the general ledger. Include the types of loans listed in question 21. Answers to this question should include outstanding institutional loan receivables that carry over from one fiscal year to the next in the total dollar amount.

Third-Party Sponsored Accounts

Third-Party Sponsored Accounts

24. Number of full-time equivalent (FTE) staff processing third-party student billings/payments in FY20. If your institution does not have any staff processing third-party student billings/payments, please enter zero.	<input type="text"/>
25. Total number of billing instances sent to third-party payers of accounts during FY20. If your institution does not have any third-party payers, please enter zero.	<input type="text"/>

HELP TEXT

Question 24:

*Third-party sponsors are entities that have agreed to pay all or a portion of a student or group of students' tuition, fees, books and other charges at an institution of higher education. Third-party sponsors may include, but are not limited to: federal and state agencies, corporations, employers, school districts, trade unions, foundations, Native American and other tribes, clubs, charitable organizations, and foreign governments. Institutions generally require a sponsor to provide an official document guaranteeing payment (i.e., letter, agreement, contract, certification, application, etc.). Sponsors are typically invoiced directly for the charges they have agreed to pay. Institutional aid and school-sponsored athletic scholarships should be excluded. **Data should be only for students enrolled in credit-earning courses.***

Question 25:

Institutional aid and school-sponsored athletic scholarships should be excluded. If billing in the Fall and Spring, bills would count twice. When billing third-party payers for multiple student accounts on one bill, count each student account listed on the combined bill. If your institution sends three bills to one payer per semester, this would equal three billing instances.

Confirmation

Please enter your name

Please enter your email address

Please enter your title

Please enter your institution



Please review your responses before advancing to the next page. You will not be able to edit your responses once you click the "save and continue" button.

If you were clicking through the survey for a preview of the questions, please click "back" so that you are not accidentally locked out of your survey. [Click here](#) for a link to preview the survey instrument for your planning purposes.

After you submit your survey, a summary of your responses will appear on the screen. Please print the screen for your records or click the "Download PDF" button near the top of the page to save your summary as a PDF.