Conducted annually, NACUBO’s Student Financial Services Benchmarking Survey asks colleges and universities to provide information on key SFS measures, including: student account and loan receivables, payments and credit balance refunds, third-party payments, and SFS staffing and budgeting. Findings demonstrate that the average number of full-time equivalent (FTE) students per FTE SFS staff increased from FY13 to FY17, and the average SFS budget per FTE student has decreased over the same period.

**SFS Staff**

From FY13 to FY17, the average number of full-time equivalent staff per full-time equivalent student increased from 822:1 to 848:1.

In FY2017, 56.5 percent of SFS staff had been employed in an SFS functional area for 6 or more years.

**SFS Operating Budget**

The average SFS operating budget per full-time equivalent student decreased by 6.2% in inflation-adjusted dollars*—from $146 per student in FY13 to $137 in FY17.

*Data are adjusted using the Higher Education Price Index (HEPI)