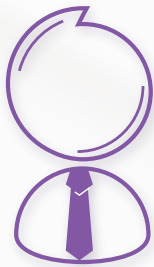


Student Financial Services

SFS Staff and Operating Budget Trends

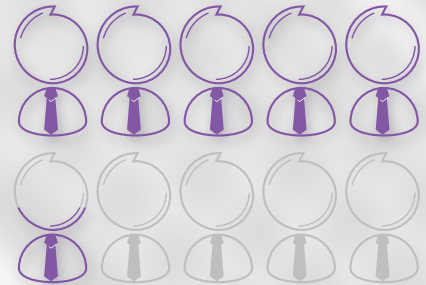
Conducted annually, NACUBO's *Student Financial Services Benchmarking Survey* asks colleges and universities to provide information on key SFS measures, including: student account and loan receivables, payments and credit balance refunds, third-party payments, and SFS staffing and budgeting. Findings 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

\$137 (↓6.2%)



For more information about the *Student Financial Services Benchmarking Report*, including how to participate in future surveys, please visit: <https://www.nacubo.org/research/2012/nacubo-student-financial-services-benchmarking-study>

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

