



Introduction

Welcome to the NACUBO 2022 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.

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 **Friday, May 6, 2022**.*

Institutional Information

Institutional Information

1. Total number of full-time equivalent (FTE) students enrolled at your institution in Fall 2020.

2. 12-month unduplicated student headcount in academic year 2020-21. (Whole numbers only.)

3. Total number (unduplicated headcount) of full-time permanent student financial service positions at the end of fiscal year 2021 (FY21). (Whole numbers only.)

4. Total number (unduplicated headcount) of part-time permanent student financial service positions at the end of FY21. (Whole numbers only.)

5. How have changes in staff positions in the student financial services area impacted your office's workload?

6. Please provide the total number (unduplicated headcount) of staff employed in the student financial services area by years of employment at the end of FY21 (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

1 - 5 years

6 - 10 years

0

More than 10 years

0

Total

0

7. Please provide the total number (unduplicated headcount) of staff employed in the student financial services area by gender at the end of FY21, to the best of your knowledge (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

0

Female

0

Non-binary

0

Other

0

Gender unknown / Prefer not to answer

0

Total

0

8. Please provide the total number (unduplicated headcount) of staff employed in the student financial services area by race and ethnicity at the end of FY21 (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

0

Asian

0

Black or African American

0

Hispanic/Latino

0

Native Hawaiian or Other Pacific Islander

0

White

0

Two or more races

0

Race/ethnicity unknown / Prefer not to answer

0

Total

0

9. Total dollar amount of your institution's student financial services' operating budget for FY21.

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, 2020, to June 30, 2021. 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 6, 7, & 8:

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 7:

This survey does not have a breakout for transgender staff members. Please include transgender men in your count of male employees and include transgender women in your count of female employees. Do not include these staff members

in the "other" category.

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.

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.

10. Please provide the number of students with an unpaid balance (cumulative) at the end of FY21. 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.

11. Total dollar amount of unpaid balances (cumulative) at the end of FY21.

\$

12. Total number of students whose account was placed in collections during FY21.

HELP TEXT

Question 10:

Number of student accounts with an unpaid balance at the end of FY21 for all students who were enrolled at any time during FY21 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 11:

Dollar amount of the accounts with outstanding balances reported in question 10. Please include all balances (cumulative) at the end of FY21. **Data should be only for students enrolled in credit-earning courses.**

Question 12:

Include any student accounts placed in an internal or external collections process during FY21. They can be currently enrolled or no longer enrolled as long as the individual was placed into collections from July 1, 2020 to June 30, 2021. **Data should be only for students enrolled in credit-earning courses.**

Student Payments

Student Payments

13. Total dollar amount received from student payments for FY21. (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.)

\$

14. Of the total dollars reported above in question 13, provide the percentage of dollars received through the channels below for FY21. **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

15. Of the total dollars reported in question 13, provide the percentage of dollars received through the following methods used to transfer funds for FY21. **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 13:

*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 14:

- *“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 vender 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 15:

- *“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

16. Total dollar amount of all credit balances disbursed to students in FY21. If you did not make any disbursements for credit balances, please enter zero.

\$

17. Of the total dollars reported in question 16, provide the percentage of dollars disbursed for credit balances by method used to transfer funds for FY21. **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 16:

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 17:

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.

18. Total dollars charged/invoiced to student accounts during FY21. \$

19. Of the total dollars charged/invoiced to student accounts (based on your response to Question 18), provide the dollar amount that was outstanding at end of FY21. \$

20. Total dollar amount of institutional loan receivables. If your institution did not have any institutional loan receivables, please enter zero. \$

21. Total dollar amount of institutional loan receivables (from Question 20) written off during FY21.

\$

HELP TEXT

Question 18:

*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 19:

*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 18. This response should be based on your response to Question 18.*

Question 20:

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 21:

Institutional loan receivables written off are those removed from the general ledger. Include the types of loans listed in question 20. 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

22. Number of full-time equivalent (FTE) staff processing third-party student billings/payments in FY21. If your institution does not have any staff processing third-party student billings/payments, please enter zero.

23. Total number of billing instances sent to third-party payers of accounts during FY21. If your institution does not have any third-party payers, please enter zero.

HELP TEXT

Question 22:

*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 23:

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.

Higher Education Emergency Relief Fund (HEERF)

Higher Education Emergency Relief Fund (HEERF)

Note: This is the only section in the Student Financial Services Benchmarking Survey that asks about the use of HEERF.

24. Did your college/university use the institutional portion of the Higher Education Emergency Relief Fund (HEERF) to pay down or eliminate balances on students' accounts in FY21?

Yes

- No
- Not sure

25. If you answered yes to Question 24, how many dollars of the institutional portion of HEERF was used in FY21? *Do not include the student portion of HEERF funds, which was earmarked to be provided as emergency grants to students.*

HELP TEXT

Question 24

From the [Department of Education's HEERF III Frequently Asked Questions document](#) (item 26): Institutions may discharge student debt or unpaid balances by discharging the complete balance of the debt as lost revenue and reimbursing themselves through their HEERF institutional grants or by providing additional emergency financial grants to students (with their permission). The Department strongly encourages institutions to discharge such debt.

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.

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