



2018

ANNUAL REPORT





Dear Colleagues:

I am pleased to present the 2017-18 Annual Report for the Office for Student Financial Affairs (SFA).

This report provides detailed information about the major activities and events that have occurred in the reporting period July 2017 to July 2018.

The Annual Report also provides general information about the office.

This report is fully electronic, reflecting our efforts to reduce print publications and support sustainability efforts on campus.

Donna Kolb
Director, Student Financial Affairs



**STUDENT FINANCIAL AFFAIRS IS,
AT ITS HEART,
A SERVICE ORGANIZATION.**

Our Mission

The mission of the Office for Student Financial Affairs is to enhance recruitment and retention of students through research and support of financial aid programs while assisting parents and students in planning for and meeting higher education expenses.

SFA staff assume a proactive role, reaching out to students to educate them about the benefits of higher education and the availability of financial aid.

Our Core Beliefs

- SFA believes that financial factors should not deny any student the opportunity to attend UF and successfully pursue their degree objectives.
- SFA is committed to maximizing the resources available to its students.
- SFA recognizes that each student's financial situation is unique—we make every effort to develop policies and procedures that treat each student fairly and equitably while taking into account unusual circumstances.

Our Role

The Primary role of SFA is to provide financial resources to students who would otherwise be unable to receive a post-secondary education without assistance. SFA offers eligible students financial aid packages consisting of scholarships, grants, loans, and part-time employment, alone or in combination.



**STUDENT
FINANCIAL AFFAIRS
IS DEDICATED TO
HELPING STUDENTS
OBTAIN FINANCIAL
RESOURCES
SO THEY MAY
ACHIEVE THEIR
EDUCATIONAL
GOALS.**

Leading the Way

Each year, SFA continues to enhance the quality of its financial aid services and delivery capacity. UF is one of the country's leaders in providing financial aid to students, and has been frequently selected by the federal government to participate in experimental programs.

Overview

During the 2017-18 fiscal year, SFA delivered over \$664 million in student aid from federal, state, institutional, and private sources to over 50,000 students.

What is Financial Aid?

Financial aid is defined as money provided to students and their families as either “gift aid” or “self-help” to assist in paying college costs. “Gift aid,” as the name implies, is free money such as scholarships and grants, which students do not have to repay. “Self-help” programs include loans and employment and are so named because students must repay loans and work for money awarded through employment programs. Awards to students consist of scholarships, grants, loans, and employment—singly or in combination.

Important Factors

SFA awards aid to students according to financial need, defined as the difference between a student's current educational costs and what the student and the student's family can afford to pay toward these costs. UF uses a federally mandated need analysis formula provided by Congress to evaluate a student's financial need, based on information on the student's financial aid applications. Students and parents have the primary responsibility for paying students' expenses. When the funds

available from family, job income, savings, and other resources are insufficient to cover all of a student's educational expenses, SFA makes every effort to meet the student's remaining financial need.

Beyond the Money

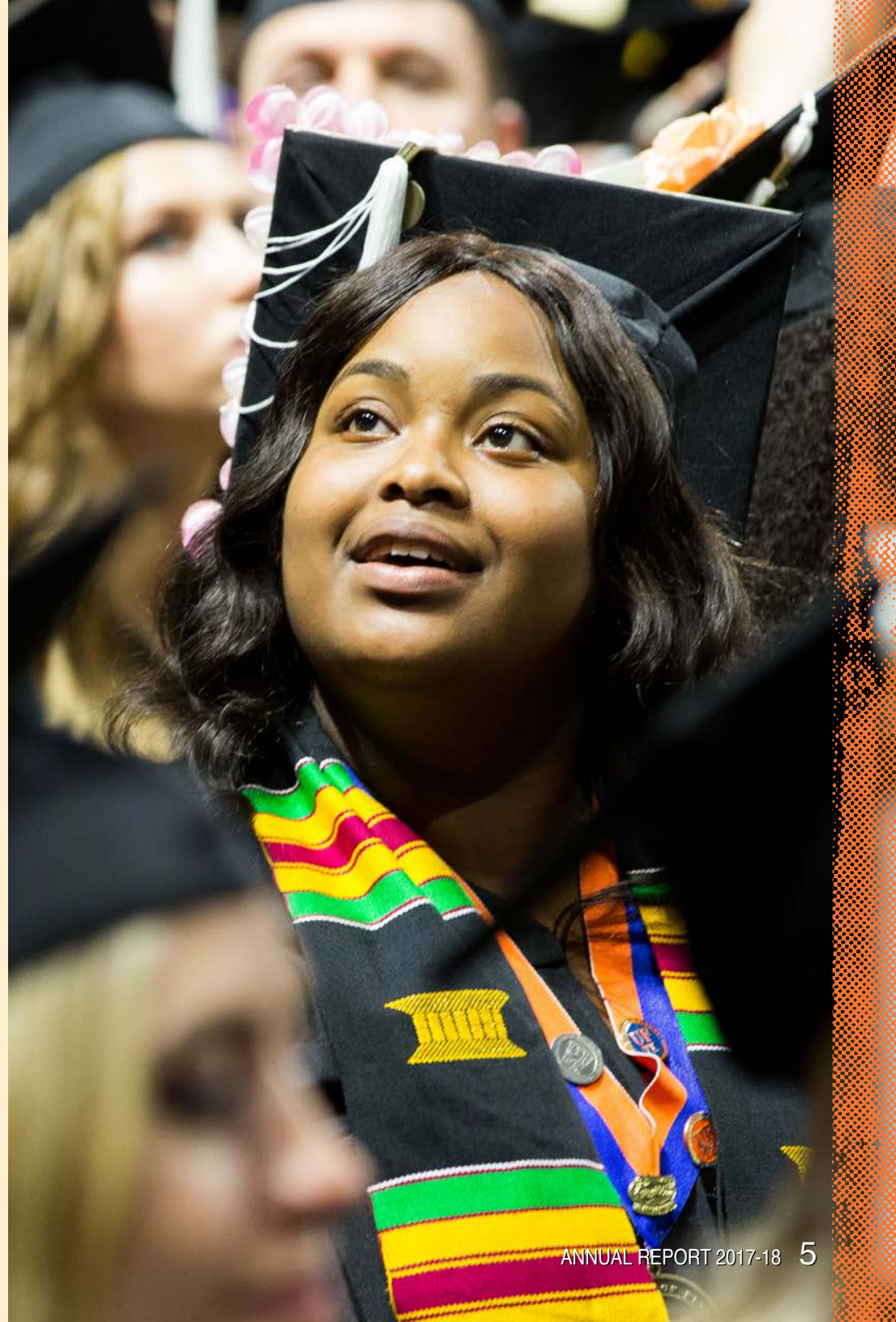
SFA is, at its heart, a service organization. Besides disbursing financial aid monies, SFA strives also to assist and educate students—giving them the information, resources, and understanding necessary to become fiscally responsible and successful.

Towards this end, SFA offers financial aid advising services¹ throughout the year, comprehensive financial aid publications, and state-of-the-art technical support including an interactive website and student aid file information through UF's ONE.UF Student Information System website.

Facilities

SFA's Student Resource Center in our main lobby in S-107 Criser is available Monday through Friday to assist students with financial aid status checks, online aid application, and scholarship searches. Counseling and outreach services include financial aid advising, workshops, budget and debt management counseling, and financial planning. SFA also provides access to alternative resources to help students who do not qualify for financial aid, or who need more assistance than SFA can provide.

¹ In 2017-18, five two-person advising teams handle inquiries from the majority of the student body.



SFA Departmental Achievements

SFA IS COMMITTED TO SETTING THE STANDARD OF EXCELLENCE BY CONSISTENTLY EXCEEDING THE EXPECTATIONS OF STUDENTS AND FAMILIES.

- In response to the significant and historic impact of Hurricane Irma in 2017, UF created the “Aid-a-Gator” program as an emergency fund to provide assistance to UF students, faculty and staff who experienced a temporary financial hardship due to the hurricane. SFA awarded Aid-A-Gator grants to 431 students for over \$205,000. The requested amounts ranged from \$100 to \$1500 with the average being \$475.
- The Florida Legislature increased Bright Futures funding for the 2017-18 academic year for Florida Academic Scholars. Florida students who had earned the state’s top Bright Futures award had 100% of tuition and standard fees paid by the scholarship. Academic Scholars also received a \$300 educational supplies stipend for both the fall and spring semesters, along with the cost of summer 2018 classes covered under the scholarship program.
- SFA study abroad adviser Allison Costa assisted students at UF Study Abroad Fairs in September and November, 2017.



Allison Costa at the UF Study Aboard Fair in November.



Kimberly Staton, Tracy McMullen, Jennifer Towers, and Angela Moore received 2018 University of Florida Superior Accomplishment Awards.

- The Superior Accomplishment Award program recognizes staff members who contribute outstanding and meritorious service, efficiency and/or economy, or contribute to the quality of life provided to UF students and employees. Tracy McMullen, Angela Moore, Kimberly Staton, and Jennifer Towers received Superior Accomplishment Awards in February 2018.
- In December 2017, Student Financial Affairs began using the Gator360 constituent relationship management system for SFA's email, phone, and in-person communications and contacts related to financial aid. Using Gator360, SFA has a single system to organize, manage and track every aspect of student interactions. In the first two months using Gator360, SFA logged over 16,000 cases.
- SFA advising teams were available from May through August during UF Preview sessions at the Welcome Center to help newly admitted students and families with financial aid.

- In 2017-18, nine SFA staff members earned NASFAA U professional credentials – Angela Moore, Brenda Noblitt, Jose Garcia, Jennifer Towers, Tracy McMullen, Vernon Wright, Marie Guerra Rosado, Jordan Masters, and Andrew Hidalgo. These nationally recognized credentials acknowledge a financial aid administrator's expertise in a subject and are earned by passing an examination administered by the National Association of Student Financial Aid Administrators (NASFAA).



The COMPASS-SIS Financial Aid Workgroup: Saire Errico, Paula Kurtz, Max Mauney, Tina Lamb, Kimberly Schmitt, and Mike Dugger.

- COMPASS Release 3 brought functionality within the myUFL Student Information System (Campus Solutions) to ISIR Processing (Financial Aid area), Student Program Plan (Student Records), SHCC Immunizations (Campus Community, Student Health), and Residency Processing (Admissions, Student Records). UF students also saw new self-service functionality via ONE.UF with the addition of "To-Dos" and "Academic Programs" cards, as well as a "Financial Information Release Form" accessible via the portal's Main Menu.



Nolan Simmons and Brenda Noblitt in Washington, D.C.

- In February 2018, SFA Associate Director Brenda Noblitt and Assistant Director Nolan Simmons represented the University of Florida at the 2018 NASFAA Leadership and Legislative Conference in Washington D.C. Brenda and Nolan also made scheduled visits to Capitol Hill to advocate directly with congressional delegations on behalf of students. NASFAA is the National Association of Student Financial Aid Administrators.



SASFAA New Aid Officers Workshop

- JinHee So, Marie Guerra Rosado, and Jordan Masters attended the Southern Association of Student Financial Aid Administrators (SASFAA) New Aid Officers Workshop in Jacksonville, Alabama in June 2018.



SFA COMPASS Support Team Marie Guerra Rosado, Jose Garcia, and Jennifer Towers.

- Jennifer Towers, Jose Garcia, and Marie Guerra Rosado helped support SFA staff members in the transition to Campus Solutions. The SFA COMPASS support team shared information and updates, trained and answered questions relating to upcoming Campus Solutions implementations.
- EM and SFA staff attended a One-Stop Conference in October 2017 at Salem State University in Peabody, Massachusetts. Planned by the Institute for Student Services Professionals (ISSP), this conference included programs for institutions integrating student services.



One-Stop Conference at Salem State University.

- SFA adviser Angela Moore was a panelist during the “Paying for Dental School” Webinar in October 2017. The webinar was for undergraduate students that are interested in attending dental school.



Mailroom staff Genia Moore and Kathy Nelson.

- In September, SFA mailroom team members Genia Moore, Tonja Cave, and Kathy Nelson prepared 870 packets for high school guidance counselors throughout Florida containing UF financial aid brochures, bookmarks and 2018-19 FAFSA information.

- SFA Assistant Directors Tracy McMullen and Nadav Katz attended the Southern Association of Student Financial Aid Administrators (SASFAA) conference in Alexandria, Virginia on February 11-14.



Tracy McMullen and Nadav Katz

- The EM 2017 Food drive collected 266 pounds of food which equals 205 meals. Student Financial Affairs also collected items for the UF Center for Latin American Studies Hurricane Donation Drive for Puerto Rico.
- SFA participated in a OneStop Meet and Greet meeting in May 2018. The virtual OneStop will be a centralized resource providing comprehensive information to the campus community from a variety of offices including Admissions, the Registrar, Student Financial Affairs, UF Online, and the Bursar. Participants were able to preview preliminary OneStop website designs and view presentations.



SFA staff at the Florida Association of Student Financial Aid Administrators (FASFAA) Region II Fall Workshop in November 2017.

- Donna Kolb and Nolan Simmons gave presentations at the Florida Association of Student Financial Aid Administrators (FASFAA) Region II Fall Workshop at Santa Fe College in November 2017.
- SFA completed a series of videos with step-by-step instructions for new financial aid processes and Student Information Release.
- SFA Assistant Director Eileen Parris retired in January 2018 after 25 years of service to the University of Florida. Eileen worked in the SFA satellite office at the College of Medicine.



Rick and Terri Wilder

- After more than 35 years of exemplary service to the University of Florida, Director for Student Financial Affairs Rick Wilder retired in June 2018. Rick's contributions have made a significant difference in the lives of countless students and their families during his career.



Vernon Wright and Angela Moore

- SFA Assistant Director Vernon Wright and Financial Aid Coordinator Angela Moore attended the 2018 AAMC Conference for Health Professions Financial Aid Administrators in Portland, Oregon in February 2018. AAMC is the Association of American Medical Colleges.

Continued

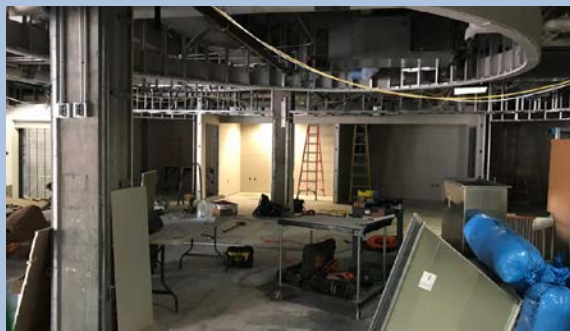


- In December 2017, Student Financial Affairs participated in a UF financial aid Facebook Live event with the Office of Admissions. Jose Garcia and the admissions team answered student's and parent's questions about financial aid.



Facebook Live event.

- Student Financial Affairs started renovations on the SFA lobby on the first floor of Criser Hall in May 2018. The new and improved SFA lobby was reopened in August to serve students.



Student Financial Affairs lobby renovation in progress.

- SFA staff toured the Multicultural and Diversity Affairs office in the Reitz Union in April 2018. MCDA assistant director P.J. Jones conducted the tour and provided SFA staff with valuable information about the services MCDA provides to students and the university community.

- Donna Kolb was selected as the new Director of Financial Aid in June 2018. Donna has 24 years of experience as a financial aid professional from three separate institutions, including 18 years of progressively responsible positions at the University of Florida. Donna has experience in administering federal, state and institutional aid programs with a strong commitment to assisting students with timely completion of their academic goals.



Donna Kolb



Financial Aid Director Rick Wilder was presented the FASFAA Honorary Lifetime Award in May 2018.

- Student Financial Affairs Director Rick Wilder was presented an Honorary Lifetime Award at the Florida Association of Student Financial Aid Administrators (FASFAA) conference in May for his outstanding achievements in financial aid.

- SFA celebrated EM Wellness Week in May 2018. Events included a presentation by a licensed dietitian/nutritionist, blood pressure and BMI screenings, CPR/First Aid Training, and healthy treats.



Jose Garcia (right) with AIM mentors.

- Jose Garcia, a Coordinator II on the Student Financial Affairs advising team, gave a presentation in March 2018 with the UF Office of Academic Support. Jose advised AIM Mentors on financial aid.



SFA staff attending the Federal Student Aid Conference in Orlando in November 2017.

- Tammy Aagard, Aigi Adesogan and Sharon Eyman attended the Higher Ed Summit in Washington, D.C. in March.



Tammy Aagard, Sharon Eyman and Aigi Adesogan



SFA staff at FASFAA Conference.

- Student Financial Affairs' staff attended the 2018 Florida Association of Student Financial Aid Administrators (FASFAA) Conference in Naples, Florida on May 29 – June 1, 2018.



2018 SFA Leadership Retreat

- The Student Financial Affairs Leadership Retreat took place at the Thomas Center in April 2018. The SFA Management Team worked on planning for the next fiscal year.



Jose Garcia and Kathy Guillaume

- SFA advisers Kathy Guillaume and Jose Garcia presented at the March Florida Days.



SFA By The Numbers

Summary

Total Aid Disbursed	\$664,200,608
Total Aid Recipients (unduplicated) ¹	50,174
Percentage of Enrolled Students Who Received Aid	85%
Average Undergrad Cost of Attendance (on-campus)	\$21,130
Average Undergrad Cost of Attendance (off-campus)	\$21,713
Average Undergrad Indebtedness (students graduating 16-17)	\$21,713
Federal Direct Stafford Loan 2013 3-year official Cohort Default Rate	1.9%

Breakdown by Type of Funds

Scholarships (including waivers)	\$277,593,315 (42%)
Grants	\$105,077,842 (16%)
Loans	\$256,064,482 (38%)
Employment	\$25,464,969 (4%)

Breakdown by Source of Funds

Federal	\$306,395,224 (46%)
State	\$213,470,429 (32%)
Institutional	\$108,542,182 (16%)
Private	\$35,791,773 (6%)

¹ Each student is counted only once in the total, regardless of how many awards the student receives



Florida Bright Futures

Total Bright Futures Students	23,597
Total Amount Disbursed	\$124,002,303
Percent In-State Freshman Receiving Bright Futures	93%
Percent In-State Undergraduates Receiving Bright Futures	63%
Academic Scholars	\$111,517,672
Medallion Scholars	\$12,316,375
Top Scholars	\$168,256

Machen Florida Opportunity Scholars

Number of Recipients	1,173
Total Dollars Paid	\$10,478,334
Average Family Income	\$19,689
Average Award	\$8,933

2017-18 UF STUDENT FINANCIAL AFFAIRS AID SUMMARY

Total Financial Aid*
\$664,200,608

2017-18

Grants
\$105,077,842
 31,112 Awards

Loans
\$256,064,482
 31,046 Awards

Scholarships
\$253,732,547
 46,520 Awards

Student Employment
\$25,464,969
 11,990 Awards

Private Donor
\$23,860,768
 6,238 Awards

Florida Prepaid
\$44,358,106
 13,076 Awards

* Total does not include Florida Prepaid



**Machen Florida
 Opportunity Scholars**
\$10,478,334
 1,173 Awards



Pell Grants
\$55,561,778
 11,414 Awards



Florida Bright Futures
\$124,002,303
 23,597 Awards



I. Douglas Turner Grant
\$14,287,037
 6,368 Awards

**Direct
 Loans
 Disbursed**

\$241,470,523
 29,095 Awards

Subsidized Loans
\$30,042,446
 8,382 Awards

Unsubsidized Loans
\$161,417,143
 15,405 Awards

PLUS Loans
\$18,121,430
 1,937 Awards

Graduate PLUS Loans
\$31,889,504
 3,371 Awards

Percentage of
Enrolled Students
Who Received Aid

85%

2017-18



Advising

- Five 2-person advising teams handle inquiries from the majority of the student body
- Six satellite offices, primarily serving graduate and professional students

SFA's Financial Aid Advising Section is the initial point of contact for all students who need assistance with financial aid.

These teams are responsible for assisting students with all aspects of the financial aid process. They provide service to students via several methods: (1) on a walk-in basis, (2) by office appointments, (3) by telephone, or (4) by written communication. In December 2017, Student Financial Affairs began using the Gator360 constituent relationship management system for SFA's email, phone, and in-person communications and contacts related to financial aid.

SFA also maintains satellite offices to serve students in: the College of Business Administration's graduate programs; the Colleges of Dentistry and Veterinary Medicine; the College of Law; the College of Medicine; the College of Pharmacy; the Colleges of Public Health and Health Professions and Nursing.

In addition, the financial aid advising area is responsible for the Summer AIM program, the revision petition committee review process, and the coordination of aid for UF student athletes and UF Study Aboard programs.

A young woman with dark hair in a bun, wearing a white jacket over a yellow shirt and blue jeans, is sitting on a concrete ledge outdoors. She is focused on painting a canvas mounted on a black easel. Her art supplies, including a red bag, brushes, and paint tubes, are scattered on the ledge in front of her. The background shows a park-like setting with trees and a curved concrete path.

Grants
Awarded

31,112

2017-18

Grants

Grants are gift aid (no repayment required) awarded to students who show financial need.

31,112 awards totaling \$105,077,842 to 15,190 recipients

Aid-A-Gator	209,739
Federal Pell Grant	\$55,561,778
Federal Supplemental Educational Opportunity Grant (FSEOG) Grant	\$3,070,647
Florida Student Assistance Grant (FSAG)	\$14,725,634
Graduate Grants	\$4,792,057
TEACH Grant	\$36,410
I. Douglas Turner Grant	\$14,287,037
Athletic Grants	\$11,665,353
Metta Heathcote Grant	\$116,997
UF Micro Grant	\$126,602
Other Grants	\$485,588



Scholarships
Awarded

46,520

2017-18

Scholarships

Scholarships are gift aid (no repayment required) based on academic achievement, but financial need may also be considered.

46,520 awards totalling \$253,732,547 to 35,770 recipients

Florida Academic Scholars	\$111,517,672
Florida Medallion Scholars	\$12,316,375
Benacquisto Scholarships	\$7,502,155
Florida Top Scholars	\$168,256
Machen Florida Opportunity Scholars	\$10,478,334
Out-of-State Matriculation Waivers	\$15,738,631
In-State Matriculation Waivers	\$51,161,582
UF College Awarded	\$38,110,058
National Merit Stipend	\$416,800
Presidential Academic	\$2,534,999
University Academic	\$14,000
Miscellaneous Other State	\$411,169
General & Special	\$834,400
Dental/Disadvantage	\$619,806
Brecht	\$50,498
Miscellaneous	\$36,000
Lombardi	\$178,875
Alliance Partner	\$92,188
UF Gold	\$780,000
UF Platinum	\$555,000
Honorably Discharged Graduate Assistance	\$24,850
US National Service	\$190,899

64%

of UF undergrads graduate with no student loan debt.

"The first step towards getting somewhere is to decide that you are not going to stay where you are."

J.P. Morgan

Loans


Loans are considered self-help aid, as loan funds must be repaid.

35,050 awards totalling \$275,198,028 to 17,831 Recipients

UF continues to participate in the Federal Direct Loan Program. The U.S. Department of Education (USDOE) acts as both lender and guarantor for Direct Loans, so only two agencies are involved: the federal government and the university. The university originates loans and disburses students' loan funds when they have been approved. Repayments are made to a USDOE Federal Direct Loan Servicer.

The Loan Certification Department administers the Direct Loan programs, including Federal Direct Subsidized Stafford Loans, Federal Direct Unsubsidized Stafford Loans, Federal Direct PLUS Loans, and certifies alternative educational (private) loans.

Subsidized Stafford	\$30,042,446
Unsubsidized Stafford	\$161,417,143
Perkins	\$1,089,393
PLUS	\$18,121,430
Grad PLUS	\$31,889,504
Short-Term	\$392,164
UF College Awarded	\$543,719
Private	\$10,973,604
Dentistry	\$561,525
Medical	\$696,620
Student Aid for Education	\$67,177
Arthur I. Wallace	\$118,933
Veterinary Medicine	\$150,824



Total Aid
Disbursed

\$664,200,608

2017-18

(does not include
Florida Prepaid)

Disbursements

\$664,200,608 disbursed to 50,174 students

\$241,470,523 in Federal Direct Loans disbursed

Disbursements monitors and controls the automated disbursement system and works with the University Bursar (UB) to ensure that the batch disbursement programs run correctly and efficiently.

Disbursements reviews student eligibility for loans, scholarships, and campus-based aid before disbursing these funds.

Disbursements receives, processes, and deposits paper checks from scholarship donors and private lenders. During the 2017-18 fiscal year, the area

processed over 6,000 individual checks, totalling \$23,860,768 in custodial scholarships.

Disbursements manages monthly and academic-year fund reconciliation between UF and the federal government for all Federal Direct Loan funds. This involves transmitting and reconciling all disbursement data and repayment data (due to voluntary or obligatory repayment) and internally adjusting student files when repayment occurs.

Awarding/Pell Processing

Awarding and Pell Processing staff process all financial aid award revisions and monitor Pell Grant delivery. Requests for revisions to students' awards mostly come from financial aid advising staff when:

- students' enrollment, residency, or housing statuses change
- students receive additional outside funds
- students request revisions to awards.

Awarding staff are also responsible for monitoring and adjusting awards when students' need has been

'overmet' (outside resources such as scholarships, fellowships, etc. cause a student to be awarded more than they need). Awarding also monitors and documents students' repayments of aid funds when required.

In addition to these responsibilities, Awarding has oversight of the Pell Grant program, including recalculations and reconciliation of grant funds. The area also processes all professional judgment petitions and reviews award file updates.



93%

**In-State Freshman
Receiving
Bright Futures**

2017-18

State of Florida Programs

UF leads the state in Florida Bright Futures recipients (23,597)


UF leads the state in Florida Top Scholars recipients (139)

The Florida Department of Education offers a variety of student assistance programs that are administered by the State of Florida Bureau of Student Financial Assistance in Tallahassee, Florida. SFA's State Programs Section is the UF liaison with the Bureau of Student Financial Assistance and is the campus administrator for most state-funded student scholarships and grants.

Major state of Florida programs administered through this section include:

- Florida Academic Scholarship*
- Florida Medallion Scholarship*
- Top Scholars Award*
- Scholarship for Children/Spouses of Deceased or Disabled Veterans and Service members
- Florida Student Assistance Grant
- José Martí Scholarship Challenge Grant
- Rosewood Family Scholarship Program
- Florida Work Experience Program
- Benacquisto Scholarship
- Honorably Discharged Graduate Assistance Program

* Part of the Florida Bright Futures Scholarship Program



Student
Employment
Awarded

\$25,464,969

2017-18

Student Employment

Student Employment coordinates the following programs: Federal Work Study (FWS), including the Federal Community Service (FCS) component; and Student Other Personnel Services (OPS). Employment is considered self-help aid.

\$25,464,969 awarded to 11,462 students

Federal Work Study (FWS) is funded 75% by the federal government and 25% by the institution. Awards are based on financial need.

1,100 awards totaling \$2,433,799

Federal Community Service (FCS) was implemented in 1994, allowing students to work with various community agencies dedicated to improving community living.


Other Personnel Services (OPS)¹ is a state-funded campus work program which is not based on financial need.

10,788 awards totaling \$22,908,360

Florida Work Experience Program (FWEP) is a state-funded, need-based student work program which is awarded by SFA.

102 awards totaling \$122,810

¹ Now known as STAS



Total Aid
Recipients

50,174

2017-18

Verification

5,300 student files selected for verification

4,270 files completed (81%)

2,207 discrepant files found

1,977 files completed (90%)

2017-2018 was the second year UF participated in Federal Verification though it was the first year FAFSA used prior-prior tax information. 2015 income information was used to complete the FAFSA for both 2016-17 and 2017-18.

Due to the use of the 2015 income information again, a new federally selected discrepant review was completed for this one year. This created a significant increase in the number of discrepant files we had.

During 2017-18 the items selected for federal verification were:

Household Size, Number in College, High School Completion, Identity Statement/Ed Purpose, Income Earned from Work, AGI, Taxed Paid, Untaxed Portions of IRA Distributions, Untaxed Portions of Pensions, Education Credits, IRA Deductions and Payments, and Tax Exempt Interest Income. (Verification of Other Untaxed Income, Child Support and SNAP was discontinued.)



**SFA STAFF
ASSUME A
PROACTIVE ROLE,
REACHING OUT
TO STUDENTS
TO EDUCATE
THEM ABOUT THE
BENEFITS OF HIGHER
EDUCATION AND THE
AVAILABILITY OF
FINANCIAL AID.**

Systems & Programming

Responsible for maintaining the records of more than 80,000 financial aid applicants

Systems and Programming (S & P) develops and maintains the computer software systems needed for automated delivery of student financial aid at UF. The SFA computer system is a fully functioning, automated system comprising numerous files and/or modules, involving both batch and online processing.

S & P designs and maintains the online, web-based display system and coordinates electronic data exchange with federal, state, and local agencies to gather all information required to process students' financial aid.

Additional responsibilities include:

- Scheduled batch production & maintenance of 1,500 programs
- The online, real-time, updatable interface with the University Bursar (UB) for student award and disbursement data
- Nightly production interfaces with UF's Registrar's Office, UB, and student payroll files
- The daily, two-way, electronic transmission of student records to and from the federal and state processors
- All email communications with students
- Daily and ongoing maintenance of the network
- Production and maintenance of federal reports as needed
- Relationships with outside departments & agencies including UFIT-Enterprise Systems, Registrar/ Admissions, UF Computing & Network Services (CNS), among others.

2017-18 Undergraduate

**Cost of
Attendance**
\$21,130



Documents/Mailroom

Mailed financial aid packets to more than 870 High Schools; private, public and charter

Processed approximately 8,598 pieces of incoming mail

Processed approximately 14,496 pieces of outgoing mail

Bar coded 17,113 documents

The Document Editing Section is where the application processing cycle begins. The staff of this section receive, sort, date-stamp, and distributed an estimated 8,598 pieces of incoming mail during 2017-18, not including documents received directly by advisers, by drop boxes, or faxed documentation.

This area handles the majority of mailouts for the office, including sending financial aid application packets to over 870 Florida high schools and community colleges at the beginning of every application year.

This area is supported by two senior clerks from the Records area.

Records/Scanning

Received & Scanned 225,016 documents

SFA's Records/Optical Scanning Section maintains an accurate, up-to-date system of records consisting of active and inactive files stored in three different file systems.

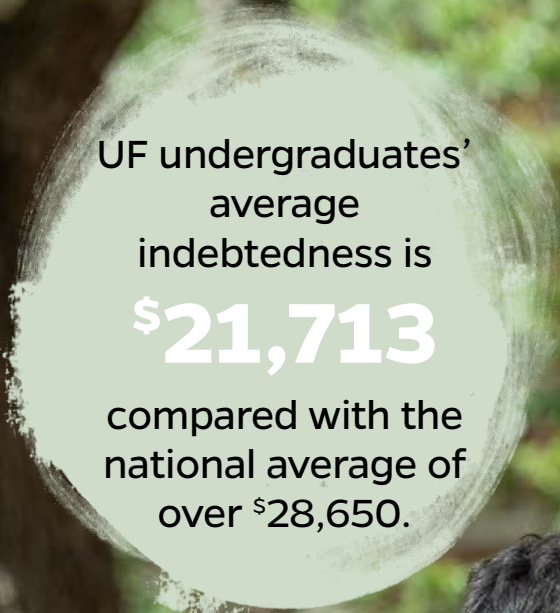
This section optically scans, edits, and indexes all records.¹ In 2017-18, this section scanned:

- Information Releases: 2,988
- Verification Checklists: 72,006

- Electronic data changes from the FAFSA: 4,737
- Pell Calculations: 28,577
- Awards and award revisions: 18,759
- Scholarship Documents: 29,735

The total number of documents received and scanned for the 2017-18 school year was 225,016 with the majority received between June and October.

¹ Staff purge the file system once a year.



UF undergraduates'
average
indebtedness is

\$21,713

compared with the
national average of
over \$28,650.



Satisfactory Academic Progress


To be eligible for Federal Student Aid (FSA) funds, a student must be making satisfactory academic progress (SAP) under the school's published standards.

To comply with federal regulations, UF must ensure that all federal aid recipients maintain satisfactory academic progress (SAP). This policy requires that students make progress toward their degree by maintaining a satisfactory qualitative standard (GPA) and a quantitative standard (such as credit hours earned and percent of hours earned/hours attempted). Students who fail to meet the specified standards are placed in warning status or are terminated from financial aid eligibility.

Three times a year, a financial aid satisfactory academic progress program generates email communications to students not meeting required standards. A petition procedure is

available for students who believe their failure to maintain satisfactory progress is due to extenuating circumstances. The satisfactory academic progress coordinator reviews petitions and oversees notifying students as to their SAP status. SFA advisers counsel students on the satisfactory academic progress policy and petition process.

2017-18 was the last year UF reviewed satisfactory academic progress on a semester basis. The process was changed for 2018-19 to reviewing students annually instead of three times a year.



The Student
Financial Affairs
website had over

616,900

visitors
in 2017-18

Information/Publication Services

The Information/Publications Services area is responsible for SFA's consumer information program, including the SFA website and the Gator Aid publications.

SFA website averaged over 145,800 hits per month in 2017-18 with over 1,749,000 pageviews.

Information/Publication Services strives to disseminate high quality, cost-effective consumer information related to financial aid, using a variety of media, including:

- SFA website
- The Scholarship Search Engine sub-site ¹
- Gator Financial Aid Guide (published annually) ²
- SFA News (distributed electronically each semester) ⁴
- Various brochures (print/electronic)
- Timely, effective news releases for various news media, including Facebook and Twitter

Information/Publication Services also produces internal materials for SFA staff, including assisting with the Fact Book, the SFA Flip Charts, forms and other materials for the Enrollment Management Division including the EM newsletter, fact sheets and infographics.

¹ A comprehensive listing of college-awarded aid at UF

² 6 panel brochure, 12,000 copies. Gator Financial Aid Guides are mailed to the guidance office of every high school in Florida and are used by UF Admissions.

³ Emailed to every student receiving financial aid.



11,000

Faculty, Staff, Parents
and Students
attended various
Student Financial
Affairs presentations
including
Preview

**IT'S GREAT TO BE A
FLORIDA GATOR**

Outreach

In 2017-18 SFA participated in over 50 outreach functions including Preview

Over 11,000 faculty, staff, parents and students attended various SFA presentations, including Preview

Over 20 Financial Aid and Financial Literacy Workshops were attended by over 500 participants

SFA expanded outreach efforts to all students by involving advising staff in providing numerous campus and community financial aid presentations. The SFA advising staff participated in lectures, conferences, workshops, open houses, information sessions and other functions throughout the year.

SFA continues to participate in Preview, UF's summer freshman orientation program. Outreach and Training staff thoroughly brief students about financial aid before they enter UF, while providing the opportunity for financial aid applicants to check on the status of their awards and conduct business with the financial aid office.

Training

8 Full Staff Meetings

11 Support Staff Meetings

30 Counselor Meetings

Because of the large number of financial aid programs administered by SFA, the complexity of the financial aid process, and the need for compliance with federal and state regulations, ongoing staff training is critical to SFA's operation.

Training sessions on timely subject matters, generally dealing with technical training, updates on specific program areas, and personal enrichment and growth are scheduled for each of the regularly scheduled staff meetings.



TOGETHER FOR THE

GATOR GOOD

Food Drive

In November and December 2017, Student Financial Affairs celebrated the Enrollment Management guiding value of service and participated in the EM Food Drive.

Non-perishable food and personal hygiene items were collected for local charities.



Aid-a-Gator is an emergency funding program for students facing financial hardship as a result of recent hurricanes. In

2017-18, SFA awarded Aid-A-Gator Grants to 431 students. This grant has enabled SFA to provide emergency disaster relief to UF students experiencing displacement from their homes; loss of food, clothing, electronic devices; and transportation.



In September 2017, Hurricane Maria left the island of Puerto Rico devastated and desperately in need of supplies. Student Financial Affairs collected items for the UF Center for Latin American Studies Hurricane Donation Drive for Puerto Rico.

The University of Florida Campaign for Charities

UFCC

provides an opportunity for UF employees to donate to a charity of their choice. UF employees' contributions have helped improve the quality of life for people in our community. The 2017 EM Office Olympics kicked off the UF campaign in September in the Criser Courtyard.



The Office for Student Financial Affairs partners with many other UF departments to help serve our students and their families including:

Office of Academic Support (OAS)

Admissions

Office of the Bursar

Department of Family, Youth and Community Sciences

Dean of Students Office

Enrollment Management

UF Human Resources

Housing and Residence Education

Innovation Academy

International Center

New Student and Family Programs

Office of the Vice President for Student Affairs

UF Online

UF PaCE

Registrar

Traffic and Parking

UF Police Department

UF Communicators Network (UFCN)

UF Saves, Florida Master Money Mentor Program

UF Strategic Communications



Office for Student Financial Affairs • S-107 Criser Hall • P. O. Box 114025 • Gainesville, FL 32611-4025

The Division of Enrollment Management

The University of Florida is committed to nondiscrimination with respect to race, creed, religion, age, disability, color, sex, sexual orientation, marital status, national origin, political opinions or affiliations, or veteran status.