



LEARN. DO. LIVE.

## FY20 Budget Report

**Unit:** Student Financial Services

**Budget Owner:** Adrian Naranjo

**E-mail Address:** Adrian.naranjo@cwu.edu

1. What is the mission of your unit? How does your unit contribute to the recruitment and retention of students?

The Student Financial Services mission is to provide CWU and prospective students various financial resources to aide them in their financial ability to enroll and persist through to degree completion. We are also charged with complying with federal, state and institutional regulations that govern financial aid and receivables.

2. Please provide position variance information for your unit/division associated with your budgeted FTE.
  - Work with your budget manager for assistance in obtaining headcount and FTE data. Using your 100-B1 monthly detail report from CATPlan, please list the Full Year Budget Variance column information by position type (located on the far right side of the form). This will identify current changes to the original budget including estimated vacancies, investments, etc. Details can be provided in the comments section to provide further clarification regarding the changes to the original budget.

### Office of the Associate Provosts

400 E University Way • Ellensburg WA 98926-7421 • Office: 509-963-1404 • Fax: 509-963-1678  
Barge Hall, Office 202 • Email: [associateprovosts@cwu.edu](mailto:associateprovosts@cwu.edu) • Web: [cwu.edu/associate-provost/](http://cwu.edu/associate-provost/)  
EEO/AA/TITLE IX INSTITUTION • FOR ACCOMMODATION EMAIL: [DS@CWU.EDU](mailto:DS@CWU.EDU).



LEARN. DO. LIVE.

Unit/Department reporting	Instructional	Exempt	Classified	Temp/Other
FY19 Headcount and FTE:	0	15	18	3 T /12 Stu.
FY20 Headcount and FTE:	0	15	18.5	2 T/13-15 Stu.
FY20 Full Year Budget Variance:	SFS 149 = \$52,875 148 = (\$52,317), 144 = (\$6,474)			
Comments:	SFS FTE's are paid from 149. We do have 5 vacancies which will give us an estimated variance of \$52,875. Temps and Students are paid from 148 & 144. We are estimating to go over budget. We have taken this into account and feel we can cover the additional cost. The total amount of the 149 budgets increased due to an internal division transfer to fund part of a financial counselor FTE. One .5 FTE is paid from a Job Location Development (JLD) grant account.			

3. Identify two strategies that will assist your unit in becoming more cost efficient and effective in FY21.

1. We have identified manual process that require many manual hours that we are in the process of automating with the existing PeopleSoft software resources, no additional cost required. The objective is two-fold, one is to improve our service to students and reduce our reliance on staff for push button processing. We do not anticipate that any staff position will be eliminated through this process, more so, they will have more time to complete other critical processes.
2. We've began the process of benchmarking the time it takes to process documents such as verifications, financial aid revisions, suspension appeals, and award eligibility reviews. The objective is to identify bottlenecks in our processing and make recommendations for staff, resources, or technological improvements.

**Office of the Associate Provosts**

400 E University Way • Ellensburg WA 98926-7421 • Office: 509-963-1404 • Fax: 509-963-1678  
 Barge Hall, Office 202 • Email: [associateprovosts@cwu.edu](mailto:associateprovosts@cwu.edu) • Web: [cwu.edu/associate-provost/](http://cwu.edu/associate-provost/)  
 EEO/AA/TITLE IX INSTITUTION • FOR ACCOMMODATION EMAIL: [DS@CWU.EDU](mailto:DS@CWU.EDU).



LEARN. DO. LIVE.

4. Provide a list of any contractual or legal obligations that your budget is committed to paying. Please include department, amount, brief description and end date (if any).
  - 1) TouchNet (\$125,000/year; no end date): Electronic payment system for the Cashier's Office and many CWU offices, such as housing deposits.
  - 2) CRC (\$10,000/year; ends 2021): Federal Perkins management software used to service loans that were borrowed by CWU students.
  - 3) OnPlanU (\$4,500/year; no end date): Account receivables service for past-due accounts.
  - 4) AwardSpring (\$10,000/year; no end date): Electronic Scholarship application service used to manage the CWU Foundation scholarships.
  - 5) AppointmentPLUS (\$2,000/year; no end date): Electronic/mobile scheduling service for Student Financial Services unit.
  - 6) FATV (\$10,000/Year): Financial aid video service that we use to place on our website.
  - 7) Ivy.ai ChatBot (\$9,950/Year): A web-based chatbot that can answer general questions.
  
5. Use this space to provide information regarding three metrics your unit uses for comparison against standards, peers or to measure performance over time.
  - 1) National Association of Financial Aid Administrators (NASFAA): Compare work loads for financial aid staff.
  - 2) We track each student interaction via walk-ins, phone calls, and email. This is used to determine the staff resources needed for each process and to make changes to work schedules as needed.
  - 3) Each team member that is required to process files such as verification is given a set number of files that need to be completed on a daily basis. The quantity is derived from the type of verification and the number of documents required to complete the process. The data is used to monitor our overall processing.

**Office of the Associate Provosts**

400 E University Way • Ellensburg WA 98926-7421 • Office: 509-963-1404 • Fax: 509-963-1678  
Barge Hall, Office 202 • Email: [associateprovosts@cwu.edu](mailto:associateprovosts@cwu.edu) • Web: [cwu.edu/associate-provost/](http://cwu.edu/associate-provost/)  
EEO/AA/TITLE IX INSTITUTION • FOR ACCOMMODATION EMAIL: [DS@CWU.EDU](mailto:DS@CWU.EDU).



LEARN. DO. LIVE.

6. Complete the FY20 CWU Core Theme Budget Distribution spreadsheet and submit with this report. Briefly discuss how your unit uses funds to support one or more of CWU's five core themes:

Important to note is that many of the funded areas named below intersect with more than one core theme.

- a. Teaching and Learning
- b. Inclusiveness and Diversity:  
Removing barriers to higher education for students from various diverse and economic backgrounds.
- c. Scholarship and Creative Expression:  
Provide funding and enable access to resources.
- d. Public Service and Community Engagement  
Community outreach and education of the financial aid process and resources to assist with preparing for higher education.
- e. Resource Development and Stewardship

7. CWU's regional accreditor, the Northwest Commission on Colleges and Universities, requires that institutions demonstrate their adaptability and sustainability in the face of financial and other challenges. To that end, how would your unit absorb a permanent 5% cut to your 149 funds?

A 5% cut would eliminate at least 1.5 FTE which would slow down the processing for financial aid.

8. Optional: Is there anything in particular concerning recent trends that needs clarification?

The federal and state regulations that govern the financial aid programs change constantly, and in many instances require additional substantial manual work. Also, as CWU departments develop programs that require Student Financial Services resources such as financial aid for special programs like Flex-It, Aviation, and Study Abroad the workload is increased for awarding, reconciliation, and counseling.

#### **Office of the Associate Provosts**

400 E University Way • Ellensburg WA 98926-7421 • Office: 509-963-1404 • Fax: 509-963-1678  
Barge Hall, Office 202 • Email: [associateprovosts@cwu.edu](mailto:associateprovosts@cwu.edu) • Web: [cwu.edu/associate-provost/](http://cwu.edu/associate-provost/)  
EEO/AA/TITLE IX INSTITUTION • FOR ACCOMMODATION EMAIL: [DS@CWU.EDU](mailto:DS@CWU.EDU).



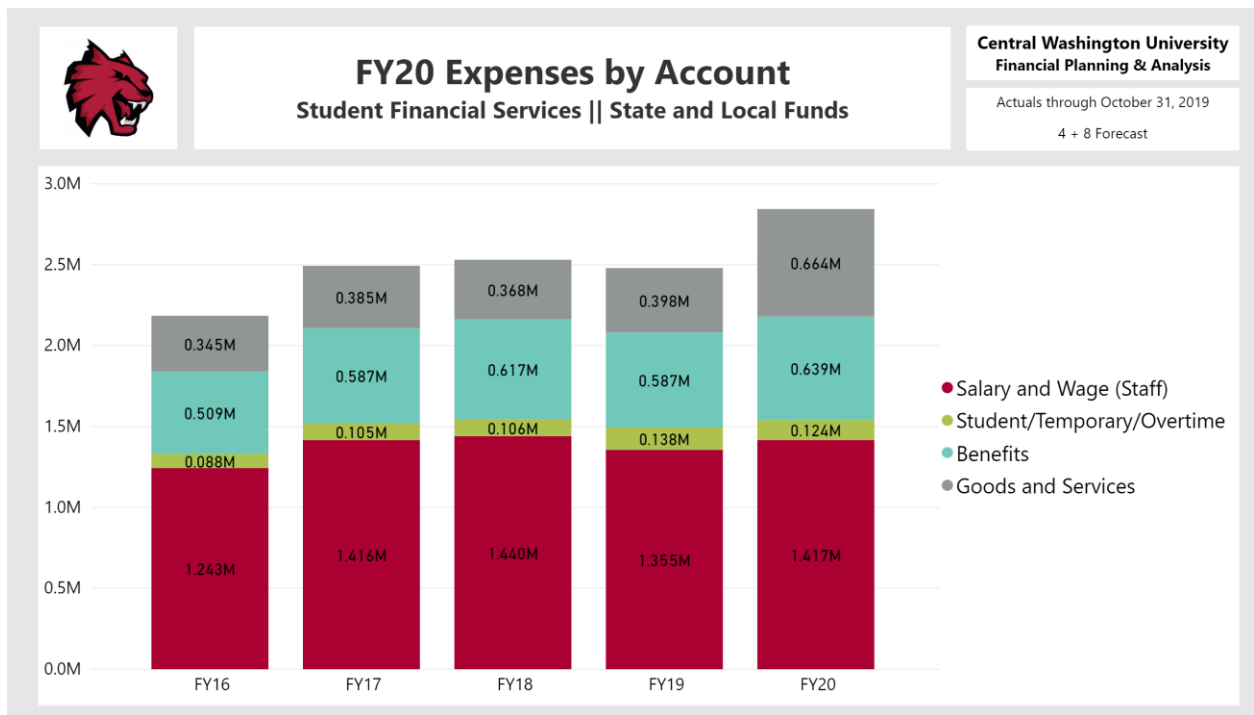
LEARN. DO. LIVE.

9. Optional: If you are seeking additional budget allocation for FY21, please indicate the amount you are requesting here and submit a completed Allocation Increase Request Form and Cover Sheet with this report.

We are requesting additional budget allocation in the amount of \$115,000 to fund 1 FTE and G&S for the new Financial Resources center.

Please insert the following budget charts from the Budget Summit website:

1. FY17-20 Expenses by Account



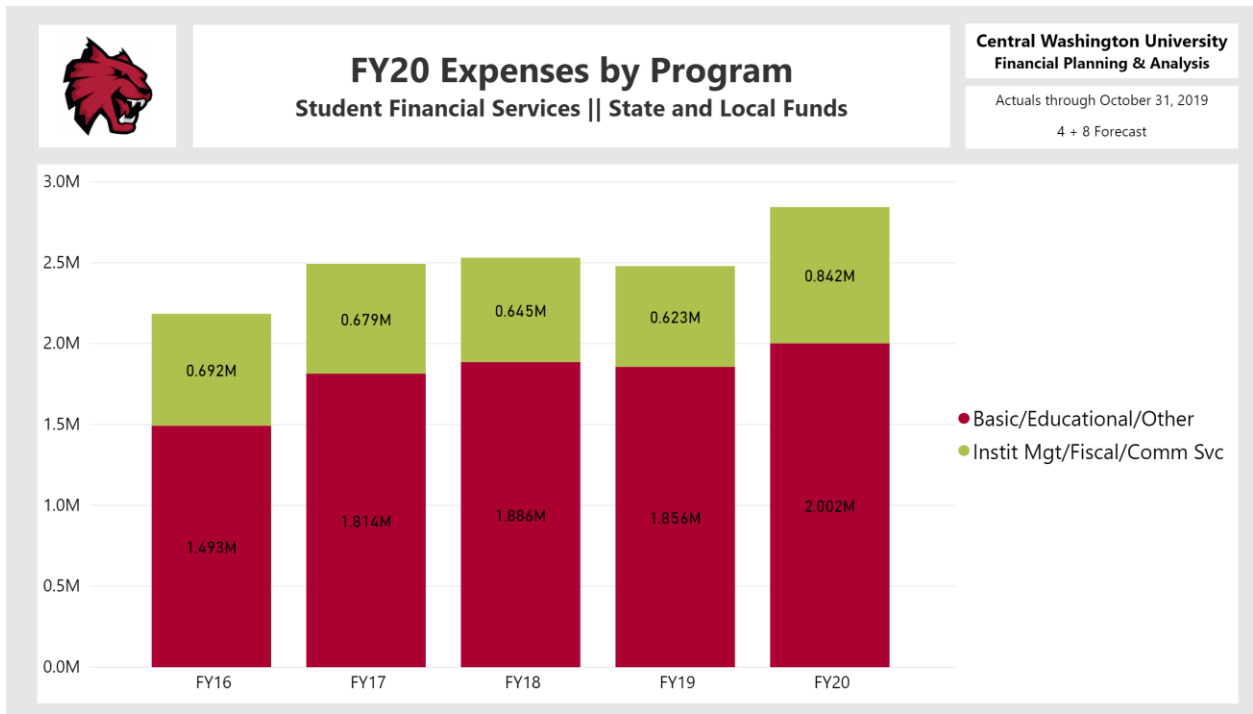
**Office of the Associate Provosts**

400 E University Way • Ellensburg WA 98926-7421 • Office: 509-963-1404 • Fax: 509-963-1678  
Barge Hall, Office 202 • Email: [associateprovosts@cwu.edu](mailto:associateprovosts@cwu.edu) • Web: [cwu.edu/associate-provost/](http://cwu.edu/associate-provost/)  
EEO/AA/TITLE IX INSTITUTION • FOR ACCOMMODATION EMAIL: [DS@CWU.EDU](mailto:DS@CWU.EDU).



LEARN. DO. LIVE.

## 2. FY17-20 Expenses by Program



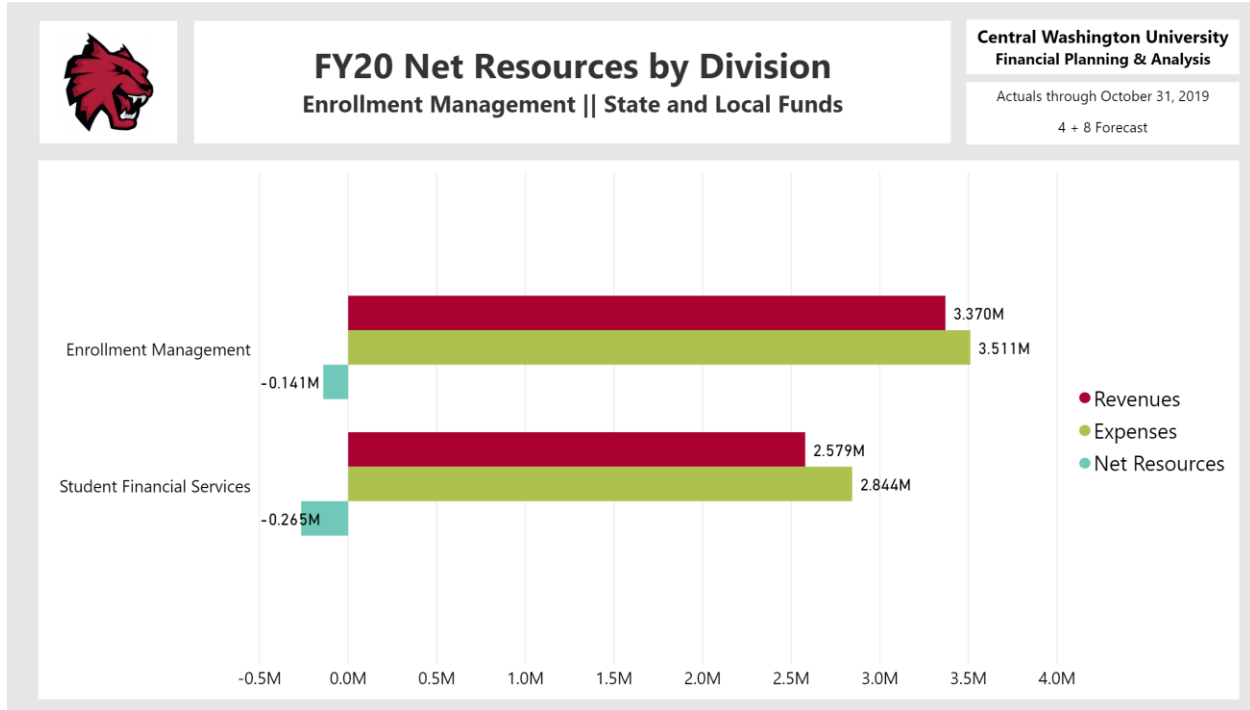
### Office of the Associate Provosts

400 E University Way • Ellensburg WA 98926-7421 • Office: 509-963-1404 • Fax: 509-963-1678  
Barge Hall, Office 202 • Email: [associateprovosts@cwu.edu](mailto:associateprovosts@cwu.edu) • Web: [cwu.edu/associate-provost/](http://cwu.edu/associate-provost/)  
EEO/AA/TITLE IX INSTITUTION • FOR ACCOMMODATION EMAIL: [DS@CWU.EDU](mailto:DS@CWU.EDU).



LEARN. DO. LIVE.

### 3. FY19 Budget to Projection by Department for unit's division



#### Office of the Associate Provosts

400 E University Way • Ellensburg WA 98926-7421 • Office: 509-963-1404 • Fax: 509-963-1678  
Barge Hall, Office 202 • Email: [associateprovosts@cwu.edu](mailto:associateprovosts@cwu.edu) • Web: [cwu.edu/associate-provost/](http://cwu.edu/associate-provost/)  
EEO/AA/TITLE IX INSTITUTION • FOR ACCOMMODATION EMAIL: [DS@CWU.EDU](mailto:DS@CWU.EDU).



LEARN. DO. LIVE.

FY20 Forecast- Account Detail

100-B1-20

Department: D:210610, Fund: F:149, Program: P:061,

Component: NoComponent, No Component

As of 8/26/20

	Full Year Budget Working FY20	Beginning Balance Actual FY20	Jul Actual FY20	Aug Actual FY20	Sep Actual FY20	Oct Actual FY20	Nov Actual FY20	Dec Actual FY20	YTD Actuals	Jan Forecast Working FY20	Feb Forecast Working FY20	Mar Forecast Working FY20	Apr Forecast Working FY20	May Forecast Working FY20	Jun Forecast Working FY20	Full Year Forecast	Full Year Budget	Variance	
																			Actual FY20
<b>Resources</b>																			
4100-CVU CVU-Sales and Services	717,430	-	717,430	-	-	-	-	-	717,430	-	-	-	-	-	-	-	717,430	-	-
<b>Total Resources</b>	<b>717,430</b>	-	<b>717,430</b>	-	-	-	-	-	<b>717,430</b>	-	-	-	-	-	-	-	<b>717,430</b>	-	-
<b>Wages &amp; Benefits</b>																			
5140-CVU CVU-Classified	170,636	-	13,355	14,101	14,101	14,101	14,101	14,101	83,860	14,243	14,334	14,334	14,334	14,334	14,334	170,076	560	560	
5175-CVU CVU-Exempt	353,503	-	21,860	28,082	28,082	28,082	28,082	28,082	162,263	28,083	28,083	28,083	28,083	28,083	28,083	330,765	22,739	22,739	
5200-CVU CVU-Salary and Wages (Student/Tempo)	0	-	27	116	333	191	12	330	1,000	-	-	-	-	-	-	1,000	(1,000)	(1,000)	
<b>Total Wages</b>	<b>524,139</b>	-	<b>35,242</b>	<b>42,298</b>	<b>42,515</b>	<b>42,373</b>	<b>42,195</b>	<b>42,513</b>	<b>247,123</b>	<b>42,332</b>	<b>42,416</b>	<b>42,416</b>	<b>42,416</b>	<b>42,416</b>	<b>42,416</b>	<b>501,843</b>	<b>22,290</b>	<b>22,290</b>	
560-CVU CVU-Benefits	193,290	-	13,912	15,342	15,405	15,363	15,282	15,355	30,653	15,577	15,607	15,607	15,607	15,607	15,607	184,271	9,019	9,019	
<b>Total Wages &amp; Benefits</b>	<b>717,430</b>	-	<b>49,154</b>	<b>57,640</b>	<b>57,920</b>	<b>57,736</b>	<b>57,477</b>	<b>57,868</b>	<b>317,796</b>	<b>57,909</b>	<b>58,083</b>	<b>58,083</b>	<b>58,083</b>	<b>58,083</b>	<b>58,083</b>	<b>686,121</b>	<b>31,303</b>	<b>31,303</b>	

FY20 Forecast- Account Detail

100-B1-20

Department: D:210640, Fund: F:149, Program: P:061,

Component: NoComponent, No Component

As of 8/26/20

	Full Year Budget Working FY20	Beginning Balance Actual FY20	Jul Actual FY20	Aug Actual FY20	Sep Actual FY20	Oct Actual FY20	Nov Actual FY20	Dec Actual FY20	YTD Actuals	Jan Forecast Working FY20	Feb Forecast Working FY20	Mar Forecast Working FY20	Apr Forecast Working FY20	May Forecast Working FY20	Jun Forecast Working FY20	Full Year Forecast	Full Year Budget	Variance	
																			Actual FY20
<b>Resources</b>																			
4100-CVU CVU-Sales and Services	1,038,313	-	1,038,313	-	14,000	-	-	-	1,052,313	-	-	-	-	-	-	1,052,313	14,000	14,000	
<b>Total Resources</b>	<b>1,038,313</b>	-	<b>1,038,313</b>	-	<b>14,000</b>	-	-	-	<b>1,052,313</b>	-	-	-	-	-	-	<b>1,052,313</b>	<b>14,000</b>	<b>14,000</b>	
<b>Wages &amp; Benefits</b>																			
5140-CVU CVU-Classified	302,132	-	24,572	24,811	25,008	25,308	25,162	25,422	150,283	25,722	25,722	25,722	25,722	26,011	26,011	305,193	(3,001)	(3,001)	
5175-CVU CVU-Exempt	410,151	-	31,271	27,017	33,456	38,597	37,330	32,822	201,136	32,896	32,896	32,896	32,896	32,896	32,896	398,510	11,641	11,641	
5200-CVU CVU-Salary and Wages (Student/Tempo)	0	-	458	646	1,229	361	203	111	3,613	-	-	-	-	-	-	3,613	(3,613)	(3,613)	
<b>Total Wages</b>	<b>712,283</b>	-	<b>56,300</b>	<b>52,474</b>	<b>59,735</b>	<b>64,866</b>	<b>63,302</b>	<b>58,354</b>	<b>355,032</b>	<b>58,617</b>	<b>58,617</b>	<b>58,617</b>	<b>58,617</b>	<b>58,907</b>	<b>58,907</b>	<b>707,316</b>	<b>5,027</b>	<b>5,027</b>	
560-CVU CVU-Benefits	325,632	-	26,610	24,438	21,369	28,689	27,638	26,709	162,175	26,755	26,755	26,755	26,755	26,854	26,854	322,303	2,729	2,729	
<b>Total Wages &amp; Benefits</b>	<b>1,037,915</b>	-	<b>82,910</b>	<b>76,913</b>	<b>81,705</b>	<b>93,555</b>	<b>91,000</b>	<b>85,064</b>	<b>517,207</b>	<b>85,373</b>	<b>85,373</b>	<b>85,373</b>	<b>85,373</b>	<b>85,760</b>	<b>85,760</b>	<b>1,030,218</b>	<b>7,756</b>	<b>7,756</b>	

FY20 Forecast- Account Detail

100-B1-20

Department: D:210650, Fund: F:149, Program: P:082,

Component: NoComponent, No Component

As of 8/26/20

	Full Year Budget Working FY20	Beginning Balance Actual FY20	Jul Actual FY20	Aug Actual FY20	Sep Actual FY20	Oct Actual FY20	Nov Actual FY20	Dec Actual FY20	YTD Actuals	Jan Forecast Working FY20	Feb Forecast Working FY20	Mar Forecast Working FY20	Apr Forecast Working FY20	May Forecast Working FY20	Jun Forecast Working FY20	Full Year Forecast	Full Year Budget	Variance	
																			Actual FY20
<b>Resources</b>																			
4100-CVU CVU-Sales and Services	346,373	-	346,373	-	-	-	-	-	346,373	-	-	-	-	-	-	346,373	0	0	
<b>Total Resources</b>	<b>346,373</b>	-	<b>346,373</b>	-	-	-	-	-	<b>346,373</b>	-	-	-	-	-	-	<b>346,373</b>	<b>0</b>	<b>0</b>	
<b>Wages &amp; Benefits</b>																			
5140-CVU CVU-Classified	182,331	-	12,012	13,647	11,718	13,017	14,888	14,648	79,329	15,017	15,017	15,276	15,276	15,276	15,276	171,069	11,861	11,861	
5175-CVU CVU-Exempt	47,217	-	3,776	3,340	3,340	3,340	3,340	1,370	21,505	3,340	3,340	3,340	3,340	3,340	3,340	45,143	2,134	2,134	
5200-CVU CVU-Salary and Wages (Student/Tempo)	0	-	2,518	1,228	-	-	-	63	3,883	-	-	-	-	-	-	3,883	(3,883)	(3,883)	
<b>Total Wages</b>	<b>230,208</b>	-	<b>18,306</b>	<b>18,215</b>	<b>15,058</b>	<b>16,356</b>	<b>18,227</b>	<b>16,681</b>	<b>105,217</b>	<b>18,357</b>	<b>18,357</b>	<b>18,216</b>	<b>18,216</b>	<b>18,216</b>	<b>18,216</b>	<b>220,016</b>	<b>10,132</b>	<b>10,132</b>	
560-CVU CVU-Benefits	116,165	-	8,375	8,676	3,478	3,330	3,682	8,734	54,275	3,730	3,730	3,819	3,819	3,819	3,819	113,148	3,617	3,617	
<b>Total Wages &amp; Benefits</b>	<b>346,373</b>	-	<b>26,675</b>	<b>27,491</b>	<b>25,136</b>	<b>26,286</b>	<b>28,509</b>	<b>25,415</b>	<b>159,512</b>	<b>28,755</b>	<b>28,755</b>	<b>29,035</b>	<b>29,035</b>	<b>29,035</b>	<b>29,035</b>	<b>333,164</b>	<b>13,803</b>	<b>13,803</b>	

Office of the Associate Provosts

400 E University Way • Ellensburg WA 98926-7421 • Office: 509-963-1404 • Fax: 509-963-1678  
 Barge Hall, Office 202 • Email: associateprovosts@cwu.edu • Web: cwu.edu/associate-provost/  
 EEO/AA/TITLE IX INSTITUTION • FOR ACCOMMODATION EMAIL: DS@CWU.EDU.





LEARN. DO. LIVE.

FY20 Forecast- Account Detail  
100-B1-20

Department: D:210640, Fund: F:144, Program: P:061,

Component: NoComponent, No Component  
As of 12/26/20

Resources	Full Year Budget Working FY20	Opening Balance Actual FY20	Jul Actual FY20	Aug Actual FY20	Sep Actual FY20	Oct Actual FY20	Nov Actual FY20	Dec Actual FY20	YTD Actuals	Jan Forecast Working FY20	Feb Forecast Working FY20	Mar Forecast Working FY20	Apr Forecast Working FY20	May Forecast Working FY20	Jun Forecast Working FY20	Full Year Forecast	Full Year Budget Variance	
4075-CVU-Creating Agencies	10,000	-	-	-	1,485	-	-	-	1,485	-	-	10,000	-	-	-	-	11,485	(6,515)
4225-CVU-CVU-Indirect Cost Reimbursement	22,000	-	-	-	21,369	8,735	-	-	30,705	6,000	-	-	8,000	-	-	-	44,705	22,705
<b>Total Resources</b>	<b>40,000</b>	-	-	-	<b>23,454</b>	<b>8,735</b>	-	-	<b>32,190</b>	<b>6,000</b>	-	<b>10,000</b>	<b>8,000</b>	-	-	-	<b>56,190</b>	<b>16,190</b>
<b>Wages &amp; Benefits</b>																		
5175-CVU-CVU-Except	-	-	383	1,103	1,554	-	-	-	3,646	-	-	-	-	-	-	-	3,646	(3,646)
5200-CVU-CVU-Salary and Wage (Student/Tempo)	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
<b>Total Wages</b>	<b>0</b>	-	<b>383</b>	<b>1,103</b>	<b>1,554</b>	-	-	-	<b>3,646</b>	-	-	-	-	-	-	-	<b>3,646</b>	<b>(3,646)</b>
560-CVU-CVU-Benefits	-	-	1,046	1,088	634	-	-	-	2,828	-	-	-	-	-	-	-	2,828	(2,828)
<b>Total Wages &amp; Benefits</b>	<b>0</b>	-	<b>2,029</b>	<b>2,191</b>	<b>2,248</b>	-	-	-	<b>6,474</b>	-	-	-	-	-	-	-	<b>6,474</b>	<b>(6,474)</b>

FY20 Forecast- Account Detail  
100-B1-20

Department: D:210610, Fund: F:148, Program: P:082,

Component: NoComponent, No Component  
As of 12/26/20

Resources	Full Year Budget Working FY20	Opening Balance Actual FY20	Jul Actual FY20	Aug Actual FY20	Sep Actual FY20	Oct Actual FY20	Nov Actual FY20	Dec Actual FY20	YTD Actuals	Jan Forecast Working FY20	Feb Forecast Working FY20	Mar Forecast Working FY20	Apr Forecast Working FY20	May Forecast Working FY20	Jun Forecast Working FY20	Full Year Forecast	Full Year Budget Variance	
4100-CVU-CVU-Sales and Services	100,550	-	300	50	300	37,450	(50)	-	38,650	28,050	50	-	21,650	-	10,000	-	38,400	(2,150)
4125-CVU-CVU-Bad Debt	(100,000)	-	-	-	-	-	-	-	-	-	-	-	-	-	(100,000)	-	(100,000)	-
4200-CVU-CVU-Cash Over/Short	-	-	-	-	-	(2)	(12,385)	(12,387)	(12,387)	-	-	-	-	-	-	-	(12,387)	(12,387)
4250-CVU-CVU-Other	1,670	-	0	0	584	(1)	(1)	100	681	557	-	531	-	-	-	-	1,769	39
4400-CVU-CVU-Fines	559,457	-	32,383	32,317	27,635	20,370	70,270	42,383	226,079	26,615	24,525	33,051	27,191	40,136	31,023	-	410,620	52,163
<b>Total Resources</b>	<b>360,617</b>	-	<b>32,683</b>	<b>33,021</b>	<b>29,179</b>	<b>57,817</b>	<b>70,219</b>	<b>29,438</b>	<b>252,423</b>	<b>57,222</b>	<b>24,575</b>	<b>33,582</b>	<b>48,841</b>	<b>40,136</b>	<b>(58,317)</b>	-	<b>397,602</b>	<b>37,125</b>
<b>Wages &amp; Benefits</b>																		
5200-CVU-CVU-Salary and Wage (Student/Tempo)	67,512	-	11,547	3,334	7,382	7,215	6,500	4,788	47,426	10,000	10,000	10,000	10,000	10,000	10,000	-	107,426	(39,314)
<b>Total Wages</b>	<b>67,512</b>	-	<b>11,547</b>	<b>3,334</b>	<b>7,382</b>	<b>7,215</b>	<b>6,500</b>	<b>4,788</b>	<b>47,426</b>	<b>10,000</b>	<b>10,000</b>	<b>10,000</b>	<b>10,000</b>	<b>10,000</b>	<b>10,000</b>	-	<b>107,426</b>	<b>(39,314)</b>
560-CVU-CVU-Benefits	-	-	1,126	923	703	1,303	563	1,172	6,403	1,000	1,000	1,000	1,000	1,000	1,000	-	12,403	(12,403)
<b>Total Wages &amp; Benefits</b>	<b>67,512</b>	-	<b>12,673</b>	<b>10,317</b>	<b>8,684</b>	<b>9,125</b>	<b>7,070</b>	<b>5,360</b>	<b>53,829</b>	<b>11,000</b>	<b>11,000</b>	<b>11,000</b>	<b>11,000</b>	<b>11,000</b>	<b>11,000</b>	-	<b>119,829</b>	<b>(52,317)</b>

Office of the Associate Provosts

400 E University Way • Ellensburg WA 98926-7421 • Office: 509-963-1404 • Fax: 509-963-1678  
Barge Hall, Office 202 • Email: associateprovosts@cwu.edu • Web: cwu.edu/associate-provost/  
EEO/AA/TITLE IX INSTITUTION • FOR ACCOMMODATION EMAIL: DS@CWU.EDU.