2013 SUNYFAP Conference
System Administration Update
Agenda

- Shared Services
- Smart Track
- Shared Services Financial Aid
- State Authorization
- OPEN SUNY
- TAP Report
- Federal Aid Reform
The Vision

Over the next 3 years, SUNY will shift 5% of our spending to direct instruction and student services, resulting in $100M being reinvested.

- Campus Based Priorities
- Student Centered Strategies
- Savings Remain at Source
- Investment in savings will be required

**Year 1:** $20M redirected – 20% of $100M goal
The Vision

Access, Completion and Success

• Improving core services across campuses for students, faculty and staff

• Meeting and exceeding our students’ expectations for seamless student services beyond boundary constraints.

• Appropriately realigning funding to meet the goals outlined in SUNY’s vision
Campus Reinvestment Plans

**Major Themes:**

1. New faculty hires
2. Financial aid programs, tuition credits, and scholarships
3. Career development programs and staffing
4. Tutoring and academic advisement
5. New academic and instructional equipment
The Vision

The New Model = Working Together

Multidimensional

Campus to Campus
Regionally
System-wide
Locally
Across the State
Nationally
Beyond Savings

- Service Excellence
- Innovation
- Quality Improvements
- Efficiencies
- Best Practices
- Savings and Reinvestments
Shared Service Steering Committee

- Campus Presidents
- Provosts
- Shared Services
- Business Officers
- Board of Trustees
  - NYCCT/ACT
  - Faculty Senates
  - System Admin
  - Pres. Student Senate
- Campus Teams
Priorities Identified
System Priorities

**Strategic Sourcing:**
- Campus to Campus
- Regional
- SUNY-wide
- SUNY/NYS

**IT Transformation:**
- Seamless Student Information Systems
- Business Intelligence
- Standardization of Campus-based Software
- Infrastructure and Technology

**Centers of Excellence:**
- Transaction Processing Center
- Functional Expertise
- Regional Hubs

**Campus Alliance Networks:**
- Administrative Alliances
- Campus to Campus Initiatives
- Regional Initiatives
“By 2020, America will once again have the highest proportion of college graduates in the world... So tonight I ask every American to commit to at least one year or more of higher education or career training... every American will need to get more than a high school diploma.”

President Barack Obama

“Having easy-to-understand information will help students and families make smarter decisions about higher education. We don’t want students and families taking on more debt than they need. We don’t want them defaulting. Worst of all, we don’t want them deciding they cannot afford college.”

Arne Duncan, U.S. Secretary of Education

“On behalf of our students and their families, we simply must do a better job to ensure that college costs are transparent, financial aid opportunities are outlined clearly and comprehensively, and students are only borrowing what they need and what they can afford... Smart Track puts SUNY on pace to lead the nation in reducing student debt and creating a more financially sound future for our students and alumni.”

SUNY Chancellor Nancy Zimpher
An innovative and transparent system wide approach to promote awareness and understanding regarding college costs, college financing options and responsible student loan borrowing.
Strong financial literacy tools can assist students in making informed decisions with respect to loan borrowing.
Keeping students engaged promotes retention and increases completion rates.
Students who complete their education are more likely to become successful student loan repayers—regardless of the amount borrowed.
We want to make sure our students and their families make the right choices by providing the right tools and guidance throughout their time at any of our campuses…

*Standard award letters, education and financial literacy and on going student engagement is the formula for SUNY students to achieve success!*
Default prevention is not just a financial aid problem, but a campus wide concern

- Establish a cross functional project team
  - Financial Aid
  - Provost’s
  - University Life
  - Academic Affairs
  - Information Technology
  - Institutional Research
  - Diversity Affairs
SUNY Approach

Smart Track-4 major components

- Standard SUNY award letter
- System wide financial literacy tools
- Student engagement/communication
- Delinquency/default avoidance
- Adopts the concept of the federal shopping sheet
- Costs are plainly displayed
- Type of aid clearly displayed—loans vs. grants
- Sections for custom campus driven information
- National comparison data—graduation rates, cohort default rates and median loan debt
- Financial literacy tools and resources
- Loan payment estimators
- Responsible borrowing
- Successful repayment planning
- Smart Track smart phone app
Student Engagement

- All students receive communications based on plan developed in collaboration with campus staff from multiple offices
- Engage students in campus activities and services to promote retention
- Incorporates current campus efforts
Delinquency and Default Avoidance

- Reengagement campaign to get students back to campus to complete their degree
- Phone and email campaigns to former SUNY students in delinquent status
- Special emphasis on those in the earliest (1-90 days) stages of delinquency
Building on the success of servicing Federal Campus-based Student Loans

Shared service concept for managing the FFEL/DL portfolio
- IT Resources
- Call center
- Dedicated toll-free number
- Additional staff
Expansion of Student Loan Service Center

- **Student Engagement**
  - All communications customized with campus branding and contact information

- Expansion of the current Perkins platform to include Direct and FFELP student loan data from NSLDS
  - Delinquency/Default Avoidance
    - Phone and email campaigns
    - Skip-tracing

- Measuring outcomes and reporting
Next Steps

- Contacting non pilot campuses to begin on boarding process in the coming weeks
- Financial Aid Director has been contact person who coordinates campus stakeholders
- Webinar option for discussion