

**NYSFAAA Executive Council
December 14, 2020
Remote (GTM) Meeting
9:00 am to 12:00 p.m.**

Call to Order & Roll Call

Leslie/Polino

Present:

President – Adrienne King
Past President – Howard Leslie
1st VP – Renee Swift
2nd VP – Brian Smith
Secretary – Anne Sullivan Polino
Treasurer – Shalena Clary
Past Treasurer – Susan Godreau
Region 1 – Lea Nuwer
Region 2 – BJ Revill
Region 3 – Patricia Donahue
Region 4 – Rochelle Filler
Region 6 – Michelle Bolton
Region 7 – Clair Jacobi
Region 8 – Stacey Hawkins

Guests:

Linda Athearn Foster
Christopher Barto
Debra Evans
Kelly Kelly
Lisa Simpson
Jeanne McCarthy
Kerrie Cooper
Tanya Patterson-Stanley
Renee Nunziato

Adrienne King called the meeting to order at 9:04 a.m. A quorum existed

Discussion via Email

MOTION: A motion was made by Lea Nuwer, seconded by Rochelle Filler that we allow David Glezerman to post Podcast #33 on his website. to

There was no discussion. The motion passed with 11 in favor, no oppositions, and no abstentions.

MOTION: A motion was made by Howard Leslie, seconded by Renee Swift to accept the October 2020 Executive Council minutes, with two small edits.

The motion passed with all in favor, no opposition and no abstentions.

President's Report	Adrienne King
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Advocacy Day

Adrienne King/Christopher Barto

Advocacy Day is tentatively planned for February 9, 2021. The event will be held in a virtual format which should create an opportunity for more participants especially by Regional Representatives. A number of Executive Council members expressed concern with the proposed date.

Christopher Barto, Chairman of the Government Relations Committee, expects to hold a meeting in January to prepare for this event.

There is a concern that if dollars are tied to initiatives/position, it is unlikely that we will get support given the current state of affairs at the state level.

Proposed talking points includes:

- Advocating for no cuts to current state aid programs.
- Advocate for elected officials to ask the Governor and Budget Office to use federal funding to support student aid programs, to avoid cuts to Spring and prior term aid.
- High School graduation mandate tied to FAFSA filing but not make it a requirement. There is evidence that state with this requirement have improved completion rates. The pros and cons of making this a mandate was discussed with points made on both sides.

Christopher Barto thanked Howard Leslie for sharing NJSAFAA's Government Relations Symposium information. A January meeting is planned between the two organization's committees to collaborate in this area. Any resulting agreement must be reviewed and approved by the Executive Council.

Federal Student Aid Conference

Adrienne King

Adrienne King discussed the Federal Student Aid Conference and acknowledged that it had some connectivity issues on the first day but commented that the conference attendance was higher than prior years at 15,000 attendees. The remote format allowed more individuals to attend.

Adrienne recommended that we visit the conference site to review presentations.

Novice Nunziato

Adrienne King and Renee

NYSFAAA has asked for a refund of the deposit held by Mercy College. A W9 was sent to Mercy on December 9, 2020 that was needed to obtain the refund.

Planning for the next Novice event is in progress with meetings scheduled to discuss possible move to a virtual format. We need to finalize a platform for used with these virtual training events.

Diversity and Inclusion Committee

Tanya Patterson-Stanley

The following report was provided by Tanya Patterson-Stanley, Chair of the Diversity and Inclusion Committee

Good Day NYSFAAA EC

Please find a report of the D & I Committee activity as of December 2, 2020.

On November 10, 2020, an email went out to the NYSFAAA membership via NYSFAAA-L requesting representation from each of the eight regions. To date five (5) members have stepped up with two coming from region three.

On November 17, 2020, a second email went out to regions 1, 2, 4, & 8 chairs to request their assistance in obtaining representation from their region.

All Region chairs have followed up with their regions. There is a possible representative for Region 4.

In order to fully impactful, it would help if we had a voice from every region of our association. My ask is that you add this to your agenda at your next EC meeting so that we may start working on the following endeavors:

- 1. Defining what Diversity and Inclusion means for NYSFAAA**
- 2. Moving that definition to a vote to be added to our Constitution and Bylaws**
- 3. Working with TICC Committee and Secretary to ensure that our website does NOT include words are gender specific or insensitive to anyone.**
- 4. Lastly, working with the statewide training committee on implicit bias, what diversity looks like at the workplace.**
- 5. Moreover, we would like to ensure the diversity is not just race. There is so much more.**

As there has been limited work and no historic foundation that could be found on our website, we are hopeful for your continued support in this important endeavor. Our meetings will be held the third Thursday, of every month. It is a little late to meet this month without your input. But I would like to reach out to current NYSFAAA members who have stepped up before they lose their enthusiasm.

Submitted by Tanya Patterson-Stanley, Chair
Diversity & Inclusion Committee

ADDENDUM

Region	Name	Email	Institution
3	Peg Stearns	mrstearn@syr.edu	Syracuse University
3	Maximo Flint-Morgan	maflintm@syr.edu	Syracuse University
6	Andrea Dammar a	damar@sunymaritime.edu	SUNY Maritime College
5	Cindy Garvey	cgarvey@stac.edu	St. Thomas Aquinas College
7	Lyndsay Johnson	lyndsay.johnson@stonybrook.edu	Stony Brook University

EMAIL

When NYSFAAA created the Diversity and Inclusion Committee, it was our effort to be more active and accountable to who and what we and those we represent. The committee is charged with improving the diversity of our membership and our leadership while building upon the strengths, commonalities, and differences we bring to higher education and the financial aid industry. Our NYSFAAA membership embodies professionals from varied, diverse backgrounds, and we need to champion that.

Many of you may ask one or more of the following:

Why should NYSFAAA curate this initiative?

How do we do it?

What are our goals?

How do we define diversity?

How do we define inclusion?

How does NYSFAAA educate, train, and become an example of what other associations should embody?

Well, let us start by clarifying two of these questions. [What is the definition of diversity in Higher Education?](#) - Diversity can include race, ethnicity, gender, religion, sexual orientation, geographical representation, religion, political beliefs, and more.

What are [The Top 5 Ways Diversity in Education Benefits Student Success?](#) - The benefits of diversity in education, especially within higher education, stretches far and wide — affecting students' academic and social experiences, as well as having a direct impact on their future.

The positive effects of diversity enable students to work with people from other races, ethnicities, and cultural backgrounds and challenges the views they are accustomed to. This leads to greater awareness, understanding, and acceptance of differing beliefs and customs.

Here is the request and perhaps a glimpse into the how: Ensuring that this committee has a member from each region to serve as both a liaison and contributor to the objectives below.

COMMITTEE OBJECTIVES

Members

Diversity & Inclusion Committee

- **Diversity** – Define and design NYSFAAA's role as it pertains to diversity on all platforms.
- **Inclusion** - Create an inclusive environment that allows for safe platforms without harm intended or unintended. Ensuring our association foster an environment that promotes colleague engagement through awareness and inclusive leadership and skills training.
- **Communications** - Ensure that Diversity & Inclusion initiatives, actions, and results are transparent in our bylaws, mission statement, website, and other communication platforms.
- **Accountability** – to hold one another accountable for ensuring these standards are upheld and reflect the association's values, and purpose.

This committee is looking for eight members to serve. We will be reporting to the NYSFAAA President, Adrienne King, and all meetings will be via zoom on the third Thursday of every other month unless there is a calendar conflict. All interested members, please contact me at tpatte01@nyit.edu with a quick note of why you want to join and what you feel you can bring to the table and your region.

Adrienne thanked Tanya for moving this committee initiative forward.

NYC DOE

Adrienne King

Adrienne King discussed NYFAAA partnering with NYCDOE on a FAFSA completion initiative for there is a need to increase the number of students completing their FAFSAs. Remote operations are causing a delay in this area.

NYSACAC/Gates:

Howard Leslie

The NYSACAC/Gates Equity in Education has asked NYSFAAA to join and support this group. Christopher Barto participated in meeting with the group and he, along with Howard Leslie brought a concern back to the Executive Council in October with this group's anti-proprietary school platform. This platform comes from the National ACAC organization the does not allow membership for proprietary schools. The New York State Association takes its lead from the National organization and has adopted this same stance.

NYSFAAA agreed that this is not an informed position as NYSFAAA believes in inclusion and support for all sectors.

It was agreed that it would be appropriate to have more conversations with the group in an effort to enlighten them on the merits of an understanding for and inclusion of all sectors of education.

It was agreed that there would be no monetary support for this organization.

The following statement from NYSACAC was reviewed. These broad based principles align with diversity and inclusion initiatives and many will want to sign onto this cause.

Education Equity Alliance of New York State

A clarion call: The need for greater equity in educational opportunities for the citizens of New York State. A clarion call that has grown in visibility, magnitude, and importance with the negative impact of the COVID-19 pandemic. We ask that NYSFAAA join us in responding to this; to become part of the **Education Equity Alliance of New York State**.

We continue to progress with our Student Success project, working collaboratively with many New York State education associations and nonprofit organizations to identify ways to make the college transfer process work more effectively for students. As an example, we are grateful for the opportunity to contribute to a bold statement on the need for more equity in our education system: **New York State Education Equity Compact**. Led by the United Way-NYC, the drafting of this statement included members of the teams of EdTrust-NY, #DegreesNYC/Goddard Riverside, and NYSACAC.

Our goals are to gather wide support for this statement and to build statewide commitment to the ideals it represents. Here is the link to the [NYS Education Equity Compact](#).

I write today to ask that the leadership of NYSFAAA consider supporting this statement and then coordinate with us to reach out to our individual member institutions – many of which we share – to request their support.

What is this New York State Education Equity Compact and why was it created?

As education-related budget items shrank due to the economic impact of the COVID-19 pandemic, organizations across New York State came together to craft a statement that integrates feedback from students, educational leaders, and employers to highlight a core pillar to our economic recovery: educational equity.

Why does this matter?

We cannot ignore the pivotal role of education in creating opportunities for us to move forward on the path toward recovery from the coronavirus pandemic. We must ensure that providing all students access to a quality education remains a priority.

MOTION:

A motion was made by Howard Leslie, seconded by Anne Sullivan Polino for President King to choose a delegation of NYSFAAA Executive Council members and/or others to have a conversation with NYSACAC to discuss concerns with their misrepresentation of the proprietary sector before considering support.

A vote was called, and the motion passed with all in favor, no opposition and one abstention.

Past President Report

Howard Leslie

Adrienne King provided the President-Elect's Report as follows:

Governance:

Region Eight must hold an election. Stacey Hawkins to assist with this process.

Virtual Platform

Howard Leslie

Given the continued need for virtual meetings and conferences, Howard, Renee Swift, Lea Nuwer and other members of the TICC reviewed different options available to NYSFAAA for virtual platforms. All option available integrate with ZOOM. MemberClicks platforms do not have near enough capacity and robustness to manage NYSFAAA's conference needs. Cost is another factor that must be considered when reviewing the MemberClicks options.

After discussing various options available a MOTION was made by Howard Leslie, seconded by Brian Smith to not renew Go to Webinar/Meeting Contract and start a new contract with ZOOM.

Discussion followed with the following points/questions made:

- Ability for regions to use new platform
- Ease of use in conference situation with understanding that WHOVA will help with integration
- ZOOM is more intuitive and easier to use.

A Vote was called, and the motion passed with all in favor.

The platform discussion continued on the WHOVA contract and timing of renewal given pending price increases. This option will give us the look and feel of the FSA Conference. The platform could be used for Novice and the annual conference.

Attributes of this platform were discussed including price, capacity, available meeting rooms, sponsorship area and event app.

Howard has attorney reviewing the question of SLATE and covered institutions, employees and the link to sponsorship opportunities for the conference.

MOTION: A motion was made by Howard Leslie, seconded by Michelle Bolton to use WHOVA for Novice and the annual conference.

Discussion followed with the following points/questions made:

- Reports of vendor sponsorship issues with WHOVA and other meetings
- Concern with asking business partners to sponsor app and make donations in leu of paying for conference space and positive impact on scholarship donations.
- Discussion of cost of platform and potential increases.

A vote was called, and the motion passed with all in favor, no abstentions.

First Vice President Report

Renee Swift

Membership

The Membership Committee met on December 10. Stacey Antonelli, of RPI is joining the committee

There are 965 active members in 2020 compared to 1027 in 2019.

Renee met with Howard Leslie and team to come up with plans for the committee. Want to target potential members.

Patti Donahue thought it helpful to have information on why former members are not participating in the organizations.

Mentorship Committee

Taylor Kreutter, new Mentorship Chair is getting this committee's work started.

Second Vice President Report

Brian Smith

Technology, Innovation, & Communication Committee presented the following report

Committee Members:

Heather Adner, Ideta Daniel, Jannatul Ferdous-Hypolite, Howard Leslie, Sandy Looker, Nuwer, Sarah (Macri) O'Neal, Sean Sherwood, Sonya Stein, Tanya Patterson-Stanley

Summary of Activities:

- Supported SWT with surveying and website postings
- Researched platforms for virtual Conference and Novice
- Delegated tasks

Upcoming Projects:

- Bring up virtual platform for Novice and Conference
- Increase social media presence
- Assist rebooted Diversity & Inclusion Committee, as requested
- Continuous updates to BOT knowledge
- Continued support of SWT
- Continued updates to website
- Seeking new, active committee members

Assistance Requested from Executive Council:

- Updated names for committees and regional leadership

Future Meetings and Events:

TBD January /February

Submitted By: Lea Nuwer & Sarah (Macri) O'Neal

Date: __12/8/2020_____

Statewide Training Committee

Brian Smith thanked the Statewide Training Committee for its work over the past year and indicated that the committee was able to replace lost members.

The Committee plans to email conduct a survey for the Spring semester training and finalize training dates.

Below is a list the schedule of training events from Spring 2019 through Spring 2021 along with attendee counts.

NYSFAAA STATE WIDE TRAININGS

SPRING 2019

February 28 – From Conservations to Presentations: How to Connect with Students & Families

FALL 2019

September 18 – Having Fun with Taxes-part 1

Presenter: Robert Weinerman

Attended: 190

September 23 – Having Fun with Taxes-part 2

Presenter: Robert Weinerman

Attended: 180

October 4 – 2020/2021 FAFSA and TAP Application Training

Presenter: LaSonya Griggs & Michael Turner

Attended: 512

November 15 – Compliance Training

Presenter: Danielle Di Lucia, Amy Glynn, Howard Leslie

Attended: x (regional training)

SPRING 2020

January 16 – Verification Training

Presenter: JoEllen Saucier

Attended: 161

February 14 – Professional Judgement - Exercising Professional Judgement can be Challenging

Presenter: Renee Nunziato & Sarah O'Neal

Attended: 90

March 13 (SWTCTYR) – Loans: The Federal, The Private, The Regs. And The New.

cancelled in person SWTCTYR due to COVID-19

Attended: 194

April 21 – CARES Act Review

*Open to PUBLIC-special training COVID-19

Presenter: Aaron Lacey & Scott Goldschmidt

Attended: 568

April 24 – Mental Health

*Open to PUBLIC-special training COVID.

Presenter: Dr. Jennifer Knack

Attended: 166

May 5 – Protecting Student Privacy in a Remote Environment

*Open to PUBLIC-special training COVID-19

Presenter: LaSonya Griggs

Moderator: Mark McGinnis / Q&A: Linda Athearn-Forster

Attended: 122

May 8 – Loan Servicing during the COVID-19 Emergency

*Open to PUBLIC-special training COVID-19

Presenter: Tom Dalton

Moderator: Lynn Sabulski / Q&A: Robert Weinerman

Attended: 98

May 14 – Adjusting to Our New Normal: A How-To on Staying Sane, Healthy, and Productive When Working from Home

*Open to PUBLIC-special training COVID-19

Presenter: Taylor Kruetter

Moderator: Robert Weinerman / Q&A: x

Attended: 91

May 22 – Higher Education Relief Funds-CARES Act Panel Discussion

Presenter: Kerry Lubold, Daniel Sharon, Maria Delnnocentiis, Robert Gilmore

Moderator: Brian Smith / Q&A: Perry Brown

Attended: 147

May 28 – 2019 and 2020 Tax Issues for Financial Aid Officers

Presenter: Robert Weinerman

Moderator: Lynn Sabulski / Q&A: Brian Smith

Attended: 255

SUMMER 2020

June 23 – CARE Act Reporting Training

*OPEN to PUBLIC-special training COVID-19

Presenter: Lester McKenzie

Moderator: Linda Athearn-Forster / Q&A: Brian Ghanoo

Attended: 207

June 25 – System Issues when Modifying your FAMS when Modifying your Terms

*OPEN to the PUBLIC-special training COVID-19

Presenter: Kelly Sinacola

Moderator: Brian Smith / Q&A: x

Attended: 48

July 7 – Basics of Determining Academic Calendars (Standard, Non-Standard, and Non-Term)

*OPEN to the PUBLIC-special training COVID-19

Presenter: Nautochia Webb (Federal Trainer, Department of Ed)

Moderator: Howard Leslie / Q&A: Robert Weinerman

Attended: 121

August 18 – Planning On Re-Opening?

*OPEN to PUBLIC-special training COVID-19

Presenter: Carlo Salerno & Mark McGinnis (CampusLogic)

Moderator: Howard Leslie / Q&A: Linda Athearn-Forster

Attended: 162

FALL 2020

September 24 – Having Fun with Taxes-part 1

Presenter: Robert Weinerman

Moderator: Linda Athearn-Forster / Q&A: Brian Smith

Attended: 283

October 2 – 2021-2022 FAFSA and TAP Application Training Annual Community Webinar

Presenter: LaSonya Griggs & Michael Tuner

Moderator: Lynn Sabulski / Q&A: Perry Brown

Attended: 669

October 8 – Having Fun with Taxes-part 2

Presenter: Robert Weinerman

Moderator: Linda Athearn-Forster / Q&A: Brian Smith

Attended: 228

October 13 – Clock Hour Training-part 1

Presenter: Gregory Rinderle & Cathy Demchak

Moderator: Lynn Sabulski / Q&A: Brian Smith

Attended: 28

October 14 – Clock Hour Training-part 2

Presenter: Gregory Rinderle & Cathy Demchak

	Moderator: Linda Athearn-Forster / Q&A: Linda Athearn-Forster
	Attended: 45
October 15 – Clock Hour Training-part 2	
	Presenter: Gregory Rinderle & Cathy Demchak
	Moderator: Brian Smith / Q&A: Lynn Sabulski
	Attended: 30
October 28 – NYSFAAA Virtual Conference	
November 4 – NYSFAAA/NASFAAA CREDENTIAL TRAINING-Verification	
	Presenter: Anthony Erwin
	Moderator: Howard Leslie / Q&A: Brian Ghanoo
	Attended: 95
November 13 – Mindfulness in the Workplace	
	Presenter: Lucinda Snyder
	Moderator: Lynn Sabulski / Q&A: Lynn Sabulski
	Attended: 74
November 19 – Verification Training	
	Presenter: Joellen Soucier
	Moderator: Brian Smith / Q&A: Brian Smith
	Attended: 208
December 10 – NYSFAAA/NASFAA CREDENTIAL TRAINING -Direct Loans	
	Presenter: Taylor Kreutter
	Moderator: Howard Leslie / Q&A: Abby DeCastro
	Attended: 78

SPRING 2021

January 15 – NYSFAAA/NASFAA CREDENTIAL TRAINING -Satisfactory Academic Progress	
	Presenter:
	Moderator: /Q&A:
	Attend:
February 5 – NYSFAAA/NASFAA CREDENTIAL TRAINING -Student Eligibility	
	Presenter:
	Moderator: /Q&A:
	Attend:
February 26 – NYSFAAA/NASFAA CREDENTIAL TRAINING -Professional Judgment	
	Presenter:
	Moderator: /Q&A:
	Attend:
March____– NYSFAAA/NASFAA CREDENTIAL TRAINING -Return of Title IV Funds	
	Presenter:
	Moderator: /Q&A:
	Attend:
March____– NYSFAAA/NASFAA CREDENTIAL TRAINING -Need	
	Analysis Presenter:
	Moderator: /Q&A:
	Attend:

April____– NYSFAAA/NASFAA **CREDENTIAL TRAINING**-Campus Based Programs

Presenter:

Moderator: /Q&A:

Attend:

April____– NYSFAAA/NASFAA **CREDENTIAL TRAINING**-Packaging and Aid Notification

Presenter:

Moderator: /Q&A:

Attend:

May____– NYSFAAA/NASFAA **CREDENTIAL TRAINING**-Cost of Attendance

Presenter:

Moderator: /Q&A:

Attend:

NASFAA Credential Training Update

Kerrie Copper and Howard Leslie

Kerrie Copper and Howard Leslie reported that NYSFAAA has facilitated two NASFAA Credential training topics:

- Verification in November
- Direct Loans in December

Both events were well received

Future events include:

- SAP in January
- Student Eligibility in February
- Professional Judgment in February.

As of December 14, 2021, they were still working on identifying trainers for these events. Registration can open once the ZOOM agreement is completed.

Secretary's Report	Anne Sullivan Polino
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School Outreach Committee

The School Outreach Committee did not provide an update for this meeting.

Treasurer's Report	Shalena Clary
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Shalena Clary provided the following Treasurer's Report

Shalena and Susan are meeting to finalize Shalena's transition into the Treasurer's role.

NYSFAAA, Inc.

BUDGET VS. ACTUALS: 2020-2021 FINAL BUDGET - FY21 P&L

July 2020 - June 2021

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
Income				
102 Dues	63,120.00	75,000.00	-11,880.00	84.16 %
103 Passthrough Income	-190.99		-190.99	
107 Novice Workshop Inc		54,000.00	-54,000.00	
110 Interest Income	78.38	300.00	-221.62	26.13 %
304 NYSFAAA Scholarship Inc	12,988.00	4,000.00	8,988.00	324.70 %
450 Uncategorized Income	15.00	450.00	-435.00	3.33 %
Total Income	\$76,010.39	\$133,750.00	\$ -57,739.61	56.83 %
GROSS PROFIT	\$76,010.39	\$133,750.00	\$ -57,739.61	56.83 %
Expenses				
501 Executive Council Administration				
501A Revenue Sharing		10,700.00	-10,700.00	
501B Professional Services	7,683.00	8,800.00	-1,117.00	87.31 %
501C General Executive Council	491.64	650.00	-158.36	75.64 %
501D Executive Council Meetings		15,000.00	-15,000.00	
501F Bank Service Charge	461.62	850.00	-388.38	54.31 %
501G Credit Card Fees	1,516.23	5,000.00	-3,483.77	30.32 %
Total 501 Executive Council Administration	10,152.49	41,000.00	-30,847.51	24.76 %
504 Awards Committee		1,750.00	-1,750.00	
507 Communications Committee	1,128.83		1,128.83	
507A Website		12,000.00	-12,000.00	
Total 507 Communications Committee	1,128.83	12,000.00	-10,871.17	9.41 %
509 Mentoring Committee		1,000.00	-1,000.00	
510 Professional Development				
510A Statewide Training	3,400.00	4,400.00	-1,000.00	77.27 %
Total 510 Professional Development	3,400.00	4,400.00	-1,000.00	77.27 %
512 Novice Training Exp	377.75	66,000.00	-65,622.25	0.57 %
700 NYSFAAA Scholarship	1,500.00	7,600.00	-6,100.00	19.74 %
Total Expenses	\$16,559.07	\$133,750.00	\$ -117,190.93	12.38 %
NET OPERATING INCOME	\$59,451.32	\$0.00	\$59,451.32	0.00%
NET INCOME	\$59,451.32	\$0.00	\$59,451.32	0.00%

NYSFAAA, Inc.

PROFIT AND LOSS

July 1 - December 13, 2020

	TOTAL
Income	
102 Dues	63,120.00
103 Passthrough Income	-190.99
110 Interest Income	78.38
304 NYSFAAA Scholarship Inc	12,988.00
450 Uncategorized Income	15.00
Total Income	\$76,010.39
GROSS PROFIT	\$76,010.39
Expenses	
501 Executive Council Administration	
501B Professional Services	7,683.00
501C General Executive Council	491.64
501F Bank Service Charge	461.62
501G Credit Card Fees	1,516.23
Total 501 Executive Council Administration	10,152.49
507 Communications Committee	1,128.83
510 Professional Development	
510A Statewide Training	3,400.00
Total 510 Professional Development	3,400.00
512 Novice Training Exp	377.75
700 NYSFAAA Scholarship	1,500.00
Total Expenses	\$16,559.07
NET OPERATING INCOME	\$59,451.32
NET INCOME	\$59,451.32

NYSFAAA Balances as of 12/13/2020

Bank Accounts

004 Key Bank	\$174,150.97
006 Key Bank Scholarship	\$33,010.42
007 Key Bank CD	<u>\$52,814.48</u>
Total	\$259,975.87

Morgan Stanley

	Current Value	January 1, 2020	Difference
Reserve Fund	\$383,275.42	\$341,945.29	\$41,330.13
Scholarship	\$288,531.44	\$257,443.07	\$31,088.37

MOTION: A motion was made by Anne Sullivan Polino, seconded by Susan Godreau to accept the Treasurer's Report

The motion passed with all in favor, no opposition and no abstentions.

HESC Update	Lisa Simpson
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HESC Update

December 2020

Processing 2021-22

- TAP and STEM application opened 10/1/20
- Application Enhancements made to account which include additional help text, and new logic that guides student through the process.
- New logic will only allow for parent information based on marital status indicated on application for TAP, Excelsior, and ETA.
- Excelsior tuition will be reset for 2021-22 for new and repeat recipients

Student ID Processing

- Continue processing H9751 files
- Colleges with multiple school codes must make sure the student ID is sent for the correct code or send the ID for both school codes so in the event they adjust the school code the student ID is already on file.
- Students with no ID will not be sent on any files to schools for processing
 - Includes Student Status Listing (SSL), Rosters, Ras, and Manifests

2020-21 Processing

- Roster processing began 10/14/20 for Summer and Fall
- Runs monthly on the schedule posted
- Citizenship documentation is being updated daily at HESC and is current at this time.
- Documentation needed for first time NYS Financial Aid recipients only
 - HESC requests proof of citizenship documentation
 - Uploaded using students HESC account
 - Once documentation is received
 - Citizenship updated at HESC
 - Award will be reinstated
 - Student on SSL sent to school
- Students who are previous recipients of NYS Financial Aid and who have a citizenship "c" code do not need to provide documentation
 - Schools would have collected documentation in prior years
 - Students will be set to citizenship approved**
 - NYS award will be reinstated
 - Sent on SSL to school

** Currently run once a week until programming is in place

- Fall 2020 prepayments were made available in late October
 - Total 80% of calculated prepay rate
 - College accounting reports will reflect full amount
 - 20% withheld amounts are not cuts to student awards
 - Change in payment schedule made to schools
 - Student awards should not be reduced
 - Schools should defer students' tuition for the entire amount of a student's estimated award
- 2020 Scholarship applications not yet available
 - Part time scholarship (PTS)
 - APTS Program
 - Scholarship of Academic Excellence (SAE) notifications not yet sent for new recipients

2019-20 Processing

- All certifications should be processed at this time
- Certify all Excelsior and ETA students on manifest now
- Check error reports for TAP, Excelsior, and ETA
 - Update and recertify errors
 - Errors must be corrected and processed before close out of the year or students will not get paid.
- Payments from April through July 31, 2020 began the end of August
 - 80% of full payment
 - 20% of payments temporary withheld
 - Not cuts to student awards
 - Change in payment schedule
 - Student awards should not be reduced
 - Schools should credit students' tuition for the entire amount of a student's certified award

NYS Dream Act

- Students complete NYS DREAM Act application
- Eligibility for residency/citizenship and education is determined
- Once complete, applicants continue to apply for specific NYS Financial Aid programs
- Application periods are the same for all applicants
 - Applicants go through same verification processes
 - Once verification is complete, TAP awards are calculated, and applicant notified
 - Applicant information is provided to school on weekly status listing
 - Applicants will be placed on your payment rosters for certification
 - Programming change is in progress- HESC will be sending out 2019 certifications on a consolidated roster (CSR) by the end of December.
 - Temporary fix until students are fully loaded into the HESC mainframe system
- Renewal process-
 - Student needs to complete new program application in subsequent years
 - For now, any change in information (school code changes as an example) needs to be completed by HESC. Students will be able to make changes within their accounts in the next weeks.

COVID Flag

- Schools must certify online using the COVID flag
- Spring certification using the COVID flag indicator remain as unprocessed until HESC received approval to process
- Guidance on future use of the COVID flag is pending
 - Once a decision is made, HESC will notify schools
- Schools who indicated the COVID flag in error should send a request to have the flag removed to priorityservices@hesc.ny.gov

Conference 2020 (Virtual)

Jeanne McCarthy and Debra Evans
--

Debra Evans and Jeanne McCarthy present the 2020 Annual Conference Report and Survey (See Appendix).

Debra and Jeanne thanked Howard Leslie for assisting with the technology needed to hold this year's virtual conference.

Survey results were generally positive.

Scholarship was very successful with \$2,423 in donation, including a donation from the Chinn family who indicated that they will be making an annual contribution to the George Chinn Scholarship.

Vendors were generally accepting of the change from the traditional vendor area at a live conference to having their logos displayed on the NYSFAAA website prior to and during the conference. Vendor donations totaled \$7,150.

The virtual raffle and 50/50 were also successful raising \$1,880 from 99 participants and \$793 from 81 participants, respectively.

All dollars raised went to the Scholarship fund and nearly covered the cost of this year's awards.

Conference 2021 (Virtual)

Jeanne McCarthy and Debra Evans
--

Debra and Jeanne are working with the Long Island hotel to obtain a refund of the deposit for the June 2021 Executive Council meeting and 2021 annual conference. They hope to have an answer in January 2021.

There was some discussion on the 2021 Conference format and using feedback from the 2020 Conference survey to help with make this decision.

Conference 2022

Stacey Hawkins

The Executive Council discussed concerns with holding this conference in person and think it best if we begin having discussions with the hotel on the options available to us.

There is also a concern with schools still hold budgets for in person travel and conferences that must be considered when planning this event.

Old Business	None
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New Business	Adrienne King
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Membership discounts

A question was posed concerning the possibility of allowing for discounts on membership fees for individuals who are required to personally fund these fees. This topic will be discussed at a future meeting

Webinar Charge

Howard Leslie indicated that charging for individuals to attend webinars could impact our ability to get certain trainers who will only participate if the webinars are free of charge. This topic should be discussed in 2021.

Stacey Hawkins indicated that emails on outreach opportunities are coming in late and making it difficult to send/find help. Adrienne will follow up with a message on this topic.

Rochelle Filler indicated that Moira Samek, of FMCC is the new Region 4 Regional Chairperson.

Operational Calendar	Adrienne King
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A review of the Operational Calendar was conducted. Adrienne indicated that consideration should be given to creating two calendars. A standard calendar and a calendar to be used in the event of a State of Emergency.

Next Meeting	Adrienne King
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The date for the next Executive Council meeting will be February 8.
Financial Aid Alliance Day is tentatively scheduled for February 9
The April Executive Council meeting will be held on April 28, 2021.

Adjournment	Adrienne King
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MOTION: A Motion was made by Howard Leslie, seconded by Susan Godreau to adjourn the meeting at 11:51 a.m.

The motion passed with all in favor, no opposition and no abstentions.

Appendix:

New York State Financial Aid Administrators Association (NYSFAAA)
2020 Conference Report
Submitted by Debbie Evans and Jeanne McCarthy
December 2020

The theme of the conference was **Our Future Is Coming into Focus**

2020 has been an unprecedented year given the COVID19 pandemic.

At the June 2020 Executive Council meeting it was decided to move the annual conference to a virtual format. Evans and McCarthy worked with the conference hotel to arrange dates for 2021 and to move the deposit of \$16,450 forward. Evans and McCarthy met with Hilton hotel on 11/13/2020 to ask for deposits for June 2021 EC meeting (\$2500) and October 2021 conference to be returned as we don't think we will be able to hold in person meetings or an in person conference in 2021. Hotel contact will let us know outcome of request in January 2021.

The 2020 conference took place in one day on October 28 via go to webinar. The conference was free to all paid members. The number of registrants was 478 with 424 in attendance resulting in an 89% conversion rate

The agenda follows

9:00	Opening Remarks Conference Chair(s)	Jeanne McCarthy & Debbie Evans
9:15	President	Howard Leslie
9:30	Transition of Presidents	Adrienne King
10:00	New York State updates (HESC and NYSED)	HESC staff and Christopher Fernando
11:00	Break	<i>Coffee! I need Coffee!</i>
11:15	EASFAA President	Shawn Morrissey
11:30	Business Meeting	Adrienne King & Exec Council
12:00	Lunch	<i>SOOOO HUNGRY!</i>
1:00	NASFAA Update	Justin Draeger
2:00	Scholarships	Crystal Krudis & Janice Hilbrink
2:15	Break	<i>Something sweet?</i>

2:30	Awards	Rob Zasso & Dan Robinson
3:00	Federal Update Move	Nautochia Webb
4:00	Raffles	Crystal Krudis & Debbie Evans
4:30	Closing remarks & invitation to conference 2021	Jeanne McCarthy & Debbie Evans

Business Partners

Chair – Chris Earnshaw

As we transitioned the annual conference to a one-day virtual conference, opportunities for business partners became limited. As such, we asked business partners who were able to do so to submit a donation to the George Chin Memorial Scholarship Fund. This scholarship program provides critical assistance to high-performing students of need throughout New York State. In exchange for their donation, NYSFAAA posted the business partner's company logo and link to the conference mini site increasing exposure for that business partner. A slide show of business partners' logos also ran between sessions during the conference. Business partners were solicited several times over the preceding months leading up to the virtual conference. In all, requests were sent to 41 business partners and 19 business partners were able to contribute, resulting in \$7,150 in donations to the George Chin Memorial Scholarship Fund.

Publicity

Publicity Committee Final Report

Chairs: Stephanie Stock and Tanya Patterson-Stanley

Summary of Activities:

Theme: "NYSFAAA: Our Future is Coming Into Focus" was selected as the conference theme.

Teaser Gift: At the 2019 conference in Albany, a placard was placed at attendees' tables for the banquet dinner informing them that in lieu of a give-away, the conference committee made a donation to the George Chin Scholarship Fund. Because there was no income against which to charge a donation from the Conference, no donation was made to the fund.

Conference Mini-Site: The conference mini site was launched on February 19, 2020. It was updated with access to all the required links. Call for session proposals, hotel information (name, address, conference room rate) , registration (i.e., rates), travel logistics (airport, train, & car directions), exhibitor information and a general mention of the NYSFAAA app and what to bring to the conference went up on the mini-site. On June 30, 2020, it was officially announced that the conference was moving to a virtual event due to the Covid-19 pandemic. As such, the conference mini-site was updated to notify the membership and an email blast was sent to the NYSFAAA listserv stating that the conference would be free to all paid members and listed the general content of the 1 day virtual conference.

Listserv: Emails were sent over the listserv to promote the conference emphasizing that it was a free event to paid members. Emails were sent once per month during the summer and early fall due to the high volume of other email traffic on the listserv (emails went out on 7/22/20, 8/27/20, and 9/24/20). Emails were then sent on a weekly basis in October leading up to the conference. These emails included

promotion the 50/50 raffle and the regional “basket” raffle to raise money for the scholarship fund.

Resources:

NYSFAAA Youtube, Facebook, and Twitter Contact: Lea Nuwer – nicholla@buffalostate.edu

Recommendations:

- Engage social media
- Create videos to promote key sessions and pre-conference workshops
- As the conference is approaching, send at least one email per week.
- Access should be given to the Publicity chair to allow him/her to be able to format the emails in MemberClicks such that it is possible to change font size, color, and general formatting (e.g. bullet points, anchor text for links, etc.)
- Coordinate any email messaging that is going out to the general listserv with the various subcommittee chairs so that timing of messages makes sense and there isn't a deluge of emails with competing messages.

Fundraising for the NYSFAAA George Chin Scholarship Fund

Chairs: Crystal Krudis and Janice Hilbrink

Activities:

Moving to the virtual platform for the conference presented challenges for the committee as the historic format of raffle baskets provided by the regions was unworkable.

The committee proposed the following:

1. The NYSFAAA website was enhanced to open a platform for individuals to make donations to the scholarship fund. It was suggested to the membership that, in the event that a member passed away, a donation could be made in their memory, which would be in recognition of NYSFAAA's goal of providing support to students in New York State. This appears to have been accepted by the membership as there were many donations made, totaling \$2,423.

2. Since there was no “vendor” area where our Business Partners have traditionally paid to have a space where they could meet with members, a recommendation was made to solicit donations to the scholarship fund (which is allowable under the SLATE Act). The donation allowed the corporations to provide a logo with a link to the company websites which were displayed both before and during the conference. The website enhancement was expanded to allow for these donations with a recommended minimum donation of \$300. Twenty-one corporations participated with donations totaling \$7,150.

3. For members to participate in the fundraising process as they would at an in-person conference, the committee proposed a virtual raffle and virtual 50/50. Each region was asked to provide either gift cards or virtual gift cards for the raffle. These prizes ranged from \$50 to \$250 and tickets were sold through the website with all purchases made by credit card with the funds going directly into the scholarship account. There were 99 participants in the raffles and the income totaled \$1,880. The virtual 50/50 was handled in the same way. There were 81 participants and the income totaled \$1,585 with \$792 going to the winner and \$793 going to the scholarship fund.

The total income for the 2020-2021 year going to the NYSFAAA GEORGE CHIN SCHOLARSHIP FUND

is \$12,291.

Survey Results and Recommendations for 2021

Hold conference in October one day a week for 3 weeks

Have breakout sessions

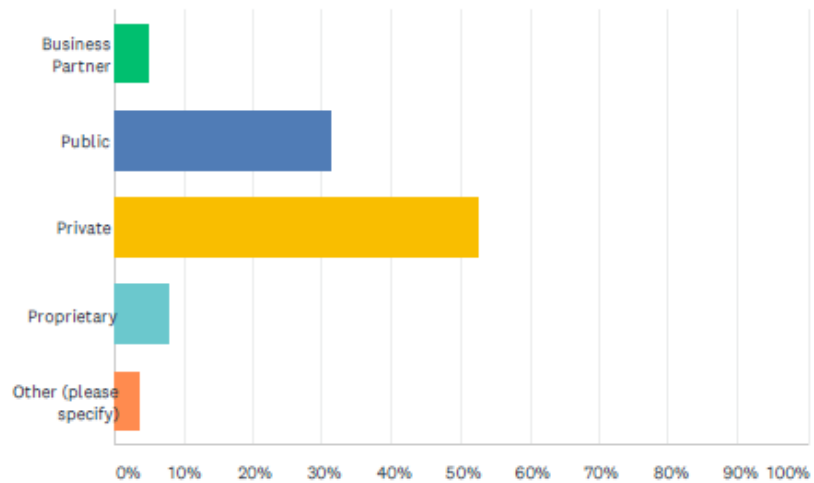
No vending for business partners

Continue fundraising for scholarship

NYSFAAA 52 Virtual Conference Survey 2020

Q1 Select which type of institution you represent.

Answered: 164 Skipped: 0



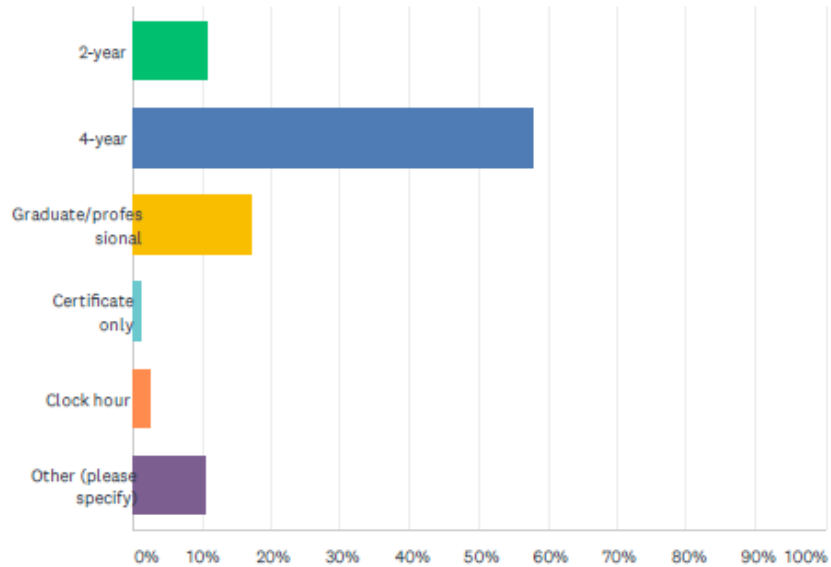
ANSWER CHOICES	RESPONSES
Business Partner	4.88% 8
Public	31.10% 51
Private	52.44% 86
Proprietary	7.93% 13
Other (please specify)	3.66% 6
TOTAL	164

#	OTHER (PLEASE SPECIFY)	DATE
1	retiree	11/4/2020 12:20 PM
2	retired Public institution	11/3/2020 7:30 AM
3	retired	11/2/2020 8:05 AM
4	retiree	10/31/2020 2:31 PM
5	Third Party Servicer	10/30/2020 1:15 PM
6	retired	10/25/2020 11:52 AM

NYSFAAA 52 Virtual Conference Survey 2020

Q2 Select institutional level.

Answered: 164 Skipped: 0



ANSWER CHOICES	RESPONSES	
2-year	10.98%	18
4-year	57.93%	95
Graduate/professional	17.07%	28
Certificate only	1.22%	2
Clock hour	2.44%	4
Other (please specify)	10.37%	17
TOTAL		164

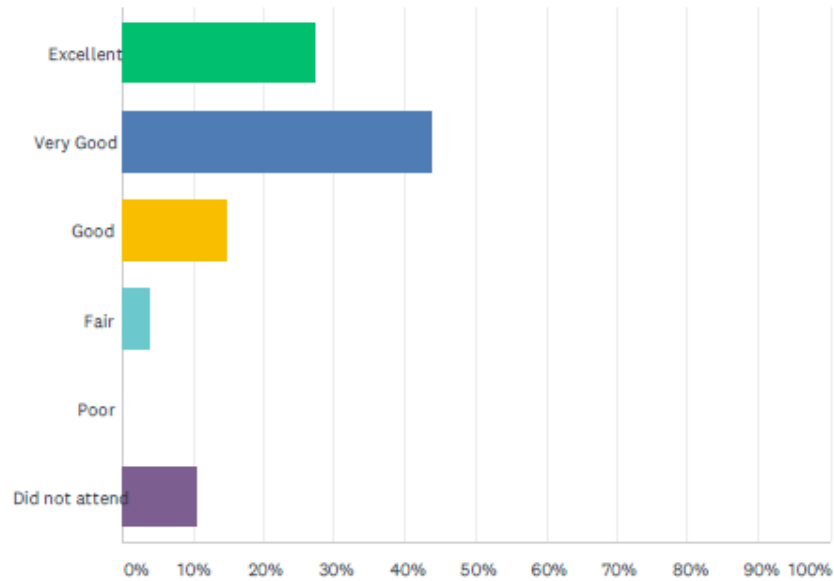
NYSFAAA 52 Virtual Conference Survey 2020

#	OTHER (PLEASE SPECIFY)	DATE
1	Business Partner	11/9/2020 7:16 AM
2	retiree	11/4/2020 12:20 PM
3	vendor	11/3/2020 4:31 PM
4	Carnegie R1 (Associate to PhD)	11/2/2020 2:14 PM
5	4yr and graduate	11/2/2020 1:32 PM
6	2 year, 4 year, and graduate	11/2/2020 10:52 AM
7	Loan Servicer	11/2/2020 8:27 AM
8	Lender	11/2/2020 7:58 AM
9	lender	11/2/2020 7:44 AM
10	Retiree	10/31/2020 2:31 PM
11	Vendor	10/30/2020 2:11 PM
12	All	10/30/2020 1:15 PM
13	certificate, 2 yr, 4 yr and grad	10/30/2020 8:33 AM
14	Both 4 year and Graduate level degrees	10/30/2020 8:11 AM
15	xx	10/30/2020 7:06 AM
16	retired	10/25/2020 11:52 AM
17	Sallie Mae	10/23/2020 11:06 AM

NYSFAAA 52 Virtual Conference Survey 2020

Q3 Rate the "New York State Update" session.

Answered: 162 Skipped: 2



ANSWER CHOICES	RESPONSES	
Excellent	27.16%	44
Very Good	43.83%	71
Good	14.81%	24
Fair	3.70%	6
Poor	0.00%	0
Did not attend	10.49%	17
TOTAL		162

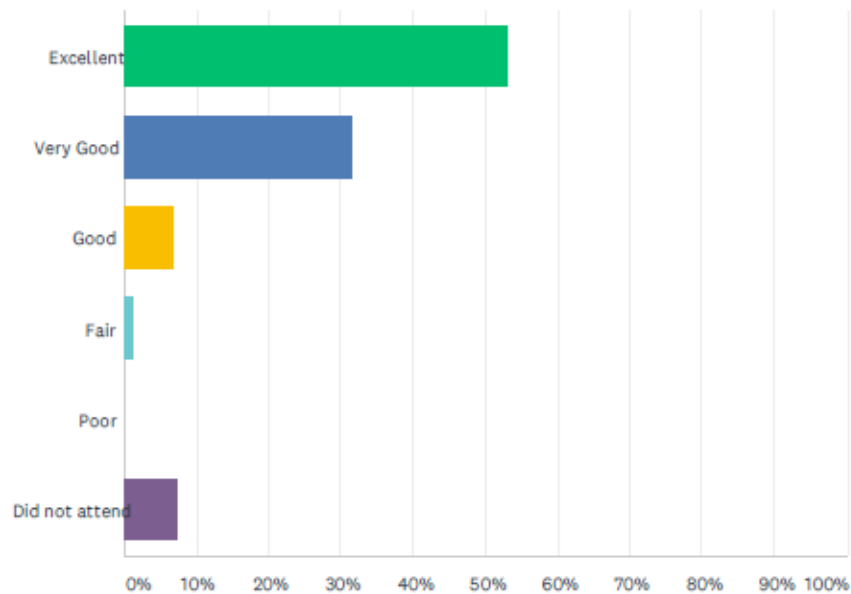
NYSFAAA 52 Virtual Conference Survey 2020

#	COMMENT	DATE
1	Most information did not apply since I work at a graduate/professional school	11/9/2020 8:28 AM
2	Christopher and Lisa do a great job - especially these days!	11/2/2020 4:34 PM
3	Very helpful!	11/2/2020 1:33 PM
4	Because it started early, I missed some of the beginning of it.	11/2/2020 9:31 AM
5	Greatly appreciate the time that Lisa and Michael give to us.	11/2/2020 9:06 AM
6	It was good to receive updates on some of the new application changes. It did feel like there were still some unanswered questions.	11/2/2020 8:29 AM
7	I was glad to see they were able to get many of the questions answered in the Q&A.	10/30/2020 3:13 PM
8	As a medical school, most did not apply but informative anyway	10/30/2020 12:59 PM
9	I liked Justin's NASFAA Update the best. The Federal Update was good too. I wish there were more breakout sessions on different topics. Maybe there could be in the future if you have to go virtual a few different sessions with different zoom numbers to join? For example: I really could have used a session on the distance learning regulations (monitoring students) since we are an all in person school that had to quickly change to all online and now that we are going through the audit, we are finding issues with these requirements.	10/30/2020 10:55 AM
10	HESC needs to provide some flow charts - there are too many different application processes/factors depending on whether one is a new applicant or not - deadlines are confusing - we need State Aid simplification!!!!	10/30/2020 9:30 AM
11	HESC has been very evasive to questions surrounding funding and COVID processing. I would have liked to see them come out with some guidance for schools.	10/30/2020 9:14 AM
12	Being virtual I thought the committee did a great job with the topics chosen. Everything went smoothly & kept my attention.	10/30/2020 8:56 AM
13	I only attended a portion of this since it doesn't apply to my school.	10/30/2020 8:54 AM
14	We understand that the 20% of award \$ is delayed due to payment schedule changes. It would just be REALLY nice to have heard what the schedule says about that 20%.	10/30/2020 8:45 AM
15	It is the first real information we have had from HESC since March so that was excellent. Disappointed that they still don't have a lot of answers to questions we have. Not their fault but it is getting difficult talking to affected students.	10/30/2020 8:12 AM
16	Grad/Professional - Didn't apply too much to me.	10/30/2020 8:09 AM

NYSFAAA 52 Virtual Conference Survey 2020

Q4 Rate the "NASFAA" session.

Answered: 162 Skipped: 2



ANSWER CHOICES	RESPONSES	
Excellent	53.09%	86
Very Good	31.48%	51
Good	6.79%	11
Fair	1.23%	2
Poor	0.00%	0
Did not attend	7.41%	12
TOTAL		162

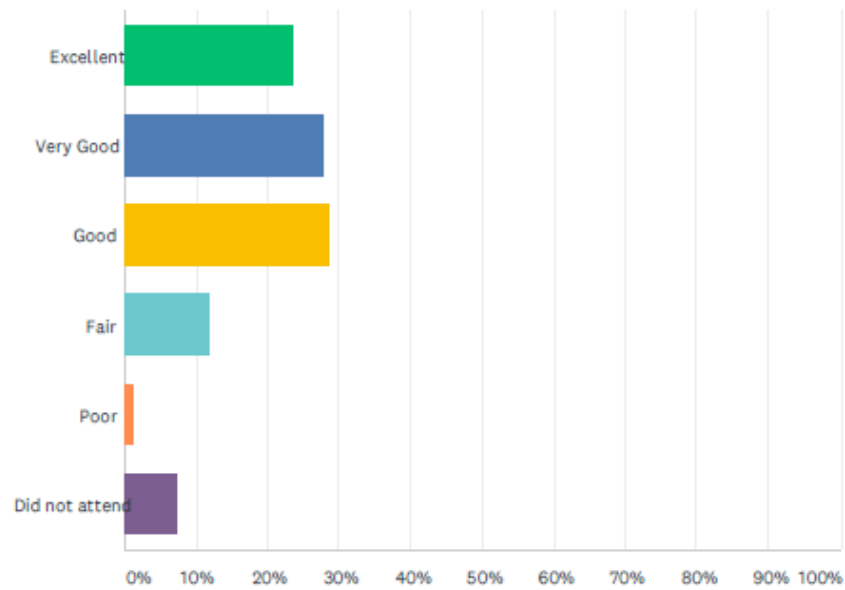
NYSFAAA 52 Virtual Conference Survey 2020

#	COMMENT	DATE
1	Some of the sessions seemed a bit rushed.	11/9/2020 10:55 AM
2	A transparent more complete, full comparison of Republican vs Democratic Education Proposals is encouraged...to avoid NASFAA's ongoing bend toward one over another.	11/9/2020 8:12 AM
3	Liked the future looking information.	11/3/2020 1:10 PM
4	Also very helpful	11/2/2020 1:33 PM
5	Justin Draeger is always an excellent presenter.	11/2/2020 9:31 AM
6	Love Justin - could listen to him for hours...	11/2/2020 9:06 AM
7	Good overview of the political landscape.	10/30/2020 3:13 PM
8	Justin is such a class act.	10/30/2020 9:14 AM
9	Justin always has great insight as to what goes on in Washington. I could listen to him talk forever!	10/30/2020 8:12 AM
10	Wonderful presenter	10/30/2020 8:11 AM
11	Justin is always great!	10/30/2020 8:09 AM

NYSFAAA 52 Virtual Conference Survey 2020

Q5 Rate the "Federal Update" session.

Answered: 162 Skipped: 2



ANSWER CHOICES	RESPONSES	
Excellent	23.46%	38
Very Good	27.78%	45
Good	28.40%	46
Fair	11.73%	19
Poor	1.23%	2
Did not attend	7.41%	12
TOTAL		162

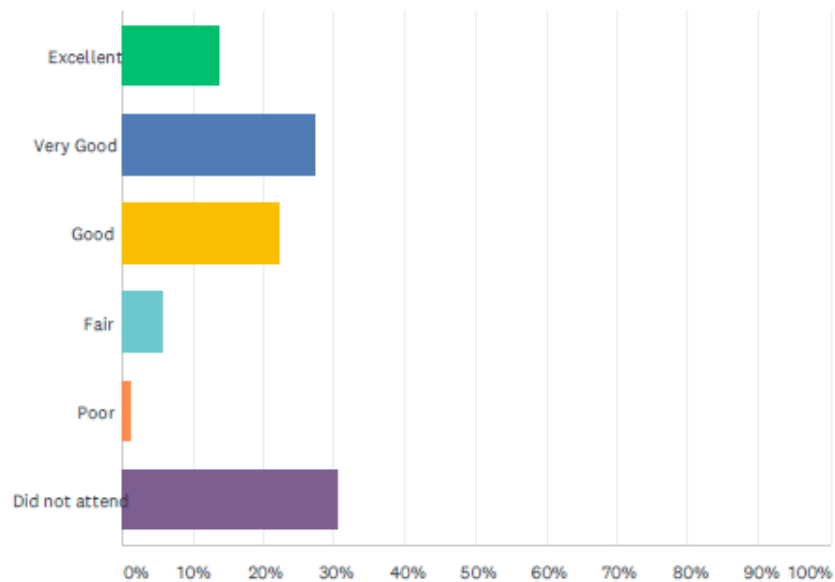
NYSFAAA 52 Virtual Conference Survey 2020

#	COMMENT	DATE
1	seemed like this was mostly information we already knew, wish there was more new material or we learned about possible future changes to be aware of.	11/9/2020 8:16 AM
2	Not enough information on new information. Lots about issues from Feb., March, April, etc.	11/3/2020 1:10 PM
3	Very good but need more time for her presentation - there was a lot of information and would have been better if she had the extra time, especially with what we are all dealing with this year!	11/2/2020 1:33 PM
4	I feel like this session could have used more time	11/2/2020 9:48 AM
5	Might be better earlier in the day- very long and mono-toned	11/2/2020 9:21 AM
6	Presenter read the slides. Hard to compile "new" info here since we get NASFAA News daily and other outlets for this material. Wanted some upcoming events - maybe NextGen updates.	11/2/2020 9:06 AM
7	Too much slide reading	11/2/2020 8:51 AM
8	Too much of what already had happened. I was expecting what was to come.	11/2/2020 8:00 AM
9	We could have read the slides ourselves. Leaving some time for Q&A would have been nice. While we realize Nautochia is being told what she can and can't present on, "we can't talk about that" for several key topics isn't very helpful.	10/30/2020 3:13 PM
10	I thought it would cover additional topics not just a review of what has already happened.	10/30/2020 2:56 PM
11	the length of the subject matter did not allow for questions; perhaps reducing the allotted time by the presenter by 5 minutes is more appropriate and breaks up the 1 way talk, vs. conversation to include 2 way question period.	10/30/2020 2:20 PM
12	Although I have questions.	10/30/2020 12:39 PM
13	did not offer anything to us that we didn't already know but they are probably holding on to information for the FSA Conference.	10/30/2020 9:14 AM
14	A lot of the information wasn't very new	10/30/2020 9:09 AM
15	Would have liked to hear about non-Covid related initiatives.	10/30/2020 9:06 AM
16	Wish we could have seen the full presentation, but I understand there are time constraints.	10/30/2020 9:05 AM
17	I would have liked some new information. Most of what she told us was old news.	10/30/2020 8:56 AM
18	Nautochia is an adequate presenter at best. I guess I just miss Zach Goodwin.	10/30/2020 8:09 AM

NYSFAAA 52 Virtual Conference Survey 2020

Q6 Rate the "EASFAA Update" session.

Answered: 162 Skipped: 2



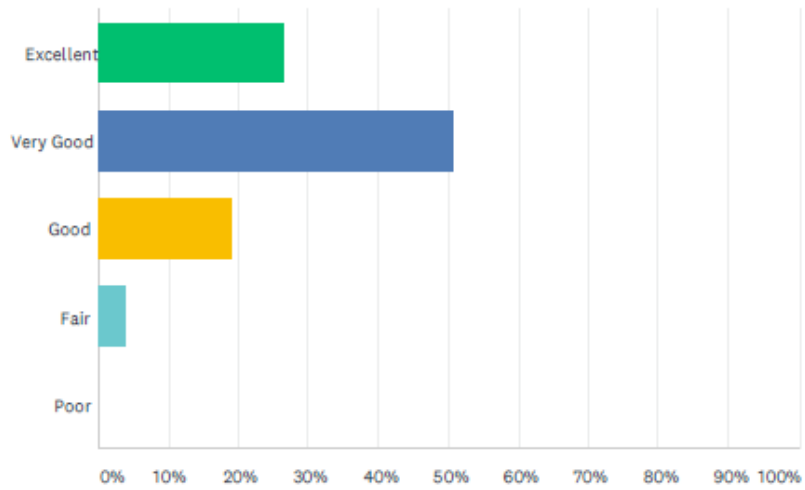
ANSWER CHOICES	RESPONSES	
Excellent	13.58%	22
Very Good	27.16%	44
Good	22.22%	36
Fair	5.56%	9
Poor	1.23%	2
Did not attend	30.25%	49
TOTAL		162

#	COMMENT	DATE
1	Joined meeting after this session.	11/9/2020 2:21 PM
2	So short and not a lot of substance.	10/30/2020 5:59 PM
3	I would've liked to hear about any advocacy efforts. It was more of a commercial for EASFAA than anything else.	10/30/2020 10:33 AM
4	All organizations are struggling right now during the pandemic but there is positive leadership on the state and regional levels.	10/30/2020 8:12 AM

NYSFAAA 52 Virtual Conference Survey 2020

Q7 Overall how do you rate this conference?

Answered: 158 Skipped: 6



ANSWER CHOICES	RESPONSES	
Excellent	26.58%	42
Very Good	50.63%	80
Good	18.99%	30
Fair	3.80%	6
Poor	0.00%	0
TOTAL		158

NYSFAAA 52 Virtual Conference Survey 2020

#	COMMENT	DATE
1	Everyone did a wonderful job with the virtual conference. So glad many were able to attend.	11/9/2020 2:25 PM
2	Great job, Conference Committee!!!!!!	11/9/2020 10:59 AM
3	For first time remote the committee did an excellent job. Would definitely like to see break out sessions if we are forced to go in this direction next year.	11/9/2020 8:57 AM
4	Good job based on the circumstances not being able to have an in-person conference. Really missed not having concurrent sessions.	11/9/2020 8:40 AM
5	Would prefer to have a more interactive experience. - perhaps panels to present the content. Would also love to have some professional development sessions. While informative, the content was dry.	11/3/2020 4:33 PM
6	Did an excellent job, especially considering all of the unknowns that kept occurring!	11/3/2020 1:13 PM
7	I am very pleased with the quality and amount of people who attended. Under this environment, it was a success.	11/2/2020 4:54 PM
8	It was worth my time for the 3 sessions.	11/2/2020 1:36 PM
9	Given the challenges, it was handled very well.	11/2/2020 10:57 AM
10	Having a second day with some of the other "normal" conference topics (for professional development) would have been helpful. Also, in the future, if sessions end early, it would be better to wait to start the next session (such as the NYS update) until the published time. That way, people who are coming and going throughout the day don't miss anything. Thanks for doing this virtually this year!	11/2/2020 9:34 AM
11	Great job !!	11/2/2020 9:23 AM
12	Format was really good.	11/2/2020 9:07 AM
13	Kudos to all. Not an easy thing to pull off and you all did a phenomenal job. NYSFAAA truly does always come together to pull things off!	11/2/2020 8:59 AM
14	It was nice to be able to partake in all the sessions remotely! I think the conference was fantastic considering the pandemic and the switch to the first virtual conference.	11/2/2020 8:33 AM
15	I think it was a job well done considering it was the first Virtual conference. My only suggestion would be to stick to the scheduled times and not move things up early. People could have made prior arrangements for meetings and whatnot based upon the original schedule. I can see some people not being thrilled that they came in what they thought to be on time for a session and ended up being halfway through it already. Treat it as an in person conference. Other than that- great job!	11/2/2020 8:21 AM
16	Thank you so much for taking on a virtual conference for the membership!	10/30/2020 8:17 PM
17	It was okay, I would have preferred breakout sessions and not a webinar format. Couldn't see anyone!	10/30/2020 6:00 PM
18	Very good for a first try at a virtual conference.	10/30/2020 3:26 PM
19	Excellent Virtual Conference	10/30/2020 2:24 PM
20	I would have liked to see which of my colleagues were also attending.	10/30/2020 2:24 PM
21	Given the circumstances I think everyone did a fantastic job.	10/30/2020 11:52 AM
22	I think besides breakout sessions that was needed. It would have been nice to have a guest speaker for motivation. It has been such a challenging year and I feel like everything in financial aid is challenging with additional CARES act grant processing and reporting as well as other challenges. It would be great to hear a guest speaker talk about how to stay positive or how to change your attitude in the workplace. Or just some kind of motivational speech. "We are all in this Together" etc.	10/30/2020 11:06 AM
23	Great appreciation to the organizers of the virtual conference! Uncharted waters and they did very well! With about 400 participants, that's phenomenal! Something to think about incorporating after the pandemic is over. When in-person conferences can happen again, make	10/30/2020 9:44 AM

NYSFAAA 52 Virtual Conference Survey 2020

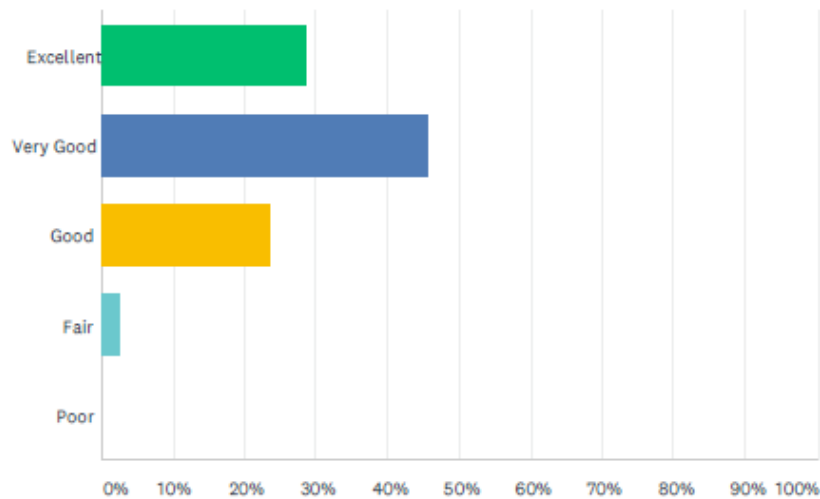
the general interest sessions/major updates possible for virtual participation (business meeting, NASFAA, EASFAA, fed update) but keep the breakout sessions and HESC update as available only to in-person participants. Charge a nominal fee to the virtual participants (\$10 to \$20) so as to help cover costs of the service.

24	Considering where we're at in this pandemic, I think the Conference Committee and Exec Council did a tremendous job in putting this conference on!! I salute the Publicity folks too - great job.	10/30/2020 9:37 AM
25	An all day zoom is pretty tough. Not sure if there is anything to do about it.	10/30/2020 9:35 AM
26	Very good all things considered.	10/30/2020 9:26 AM
27	I wish there was more detail on what would be discussed in each session. Depending on your type of institution, some of the information wasn't applicable or may have been for leaders of the aid office that handles the background operational side.	10/30/2020 9:14 AM
28	Great job! Now that so much training is available online, those sessions are not so necessary at conference. You did a good job of focusing on the important pieces. I did miss the networking. If future conferences are in-person, maybe offer some sessions online, too. these three would make the most sense.	10/30/2020 9:13 AM
29	Thank you for your hard work and dedication!	10/30/2020 9:06 AM
30	The flow of one event to the next should be worked on.	10/30/2020 9:04 AM
31	Happy to see that a virtual conference still took place and all was put together under the circumstances. Job well done!	10/30/2020 8:55 AM
32	Thank you all for your hard work putting this together!	10/30/2020 8:38 AM
33	The times made it very limited.	10/30/2020 8:14 AM
34	Considering the situation, I think the committee did the best they could! They should be commended!	10/30/2020 8:10 AM

NYSFAAA 52 Virtual Conference Survey 2020

Q8 How do you rate the overall content of the conference?

Answered: 158 Skipped: 6



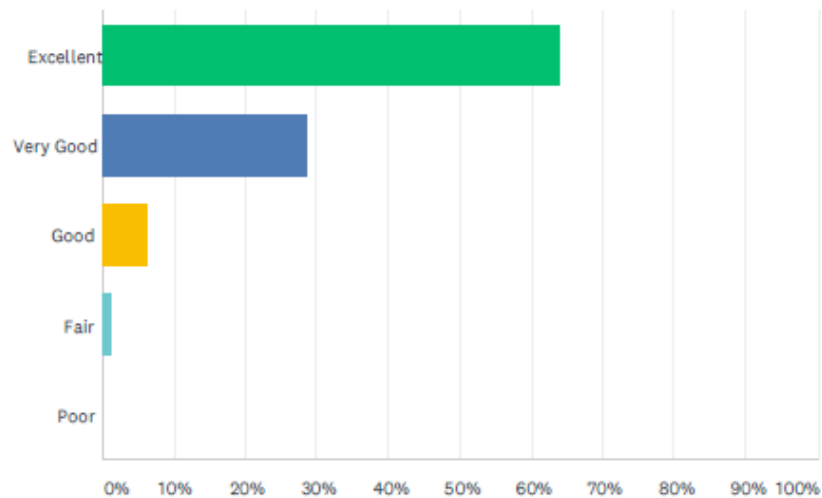
ANSWER CHOICES	RESPONSES	
Excellent	28.48%	45
Very Good	45.57%	72
Good	23.42%	37
Fair	2.53%	4
Poor	0.00%	0
TOTAL		158

#	COMMENT	DATE
1	Covered the 'major' concerns, allowed time for questions.	11/4/2020 12:40 PM
2	A lot was covered	11/2/2020 10:57 AM
3	Considering we are experiencing a pandemic, this was helpful as an online conference.	11/2/2020 10:16 AM
4	I thought the updates were timely and informative.	11/2/2020 8:21 AM
5	The HESC session was probably the most important and useful. The federal update could have been better with Q&A.	10/30/2020 3:26 PM
6	All the Conference components were there.	10/30/2020 9:34 AM
7	Would have like to see more sessions (Verification, PJ....) that would've been at the conference	10/30/2020 8:24 AM
8	More training would have been good for the newer folks - like the break out sessions we have during a real conference - more of a webinar if you please.	10/30/2020 8:14 AM

NYSFAAA 52 Virtual Conference Survey 2020

Q9 Rate the conference registration process.

Answered: 158 Skipped: 6



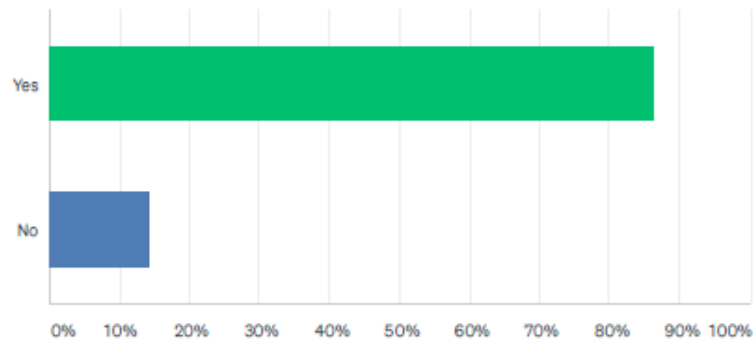
ANSWER CHOICES		RESPONSES	
Excellent		63.92%	101
Very Good		28.48%	45
Good		6.33%	10
Fair		1.27%	2
Poor		0.00%	0
TOTAL			158

#	COMMENT	DATE
1	Easy and seamless	10/30/2020 9:34 AM

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Q10 Were you happy with the format of the conference being done in one day?

Answered: 155 Skipped: 9

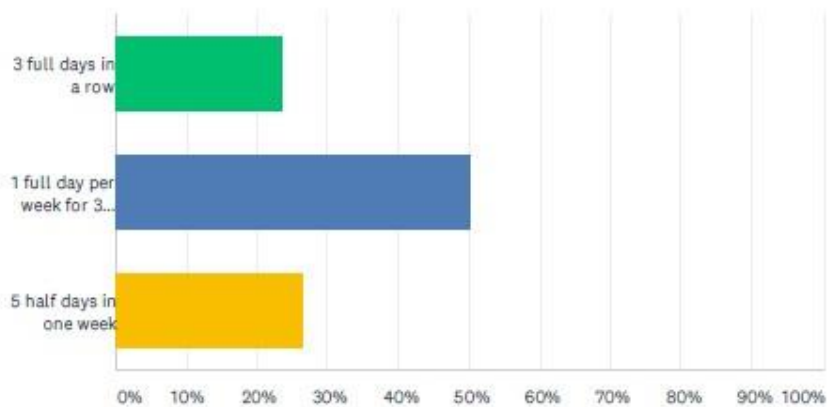


ANSWER CHOICES	RESPONSES	
Yes	86.45%	134
No	14.19%	22
Total Respondents: 155		

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Q11 If it becomes necessary to have a virtual conference in 2021, it is anticipated that it would be a full conference. Which schedule would work best for your school?

Answered: 148 Skipped: 16

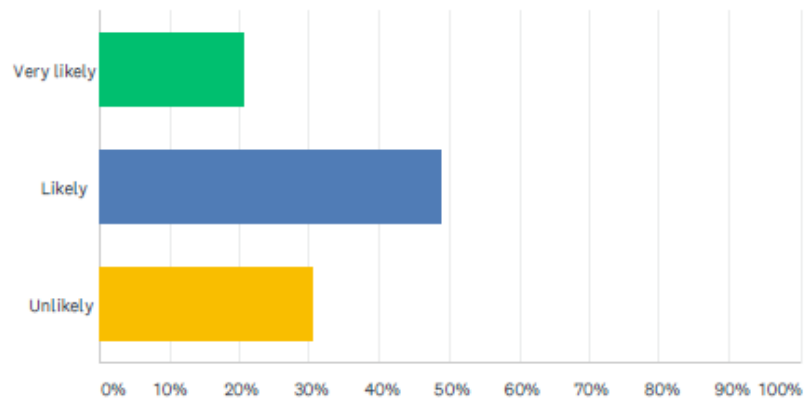


ANSWER CHOICES	RESPONSES	
3 full days in a row	23.65%	35
1 full day per week for 3 consecutive weeks	50.00%	74
5 half days in one week	26.35%	39
TOTAL		148

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Q12 If the 2021 conference is virtual and our business partners set up a virtual "booth," how likely are you to "visit the booth"?

Answered: 154 Skipped: 10



ANSWER CHOICES	RESPONSES	
Very likely	20.78%	32
Likely	48.70%	75
Unlikely	30.52%	47
TOTAL		154

Q13 What topics would you like presented at future conferences?

Answered: 48 Skipped: 116

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#	RESPONSES	DATE
1	current trends, maybe a round table with discussion on how schools are handling some current topics such as staffing, working from home.	11/9/2020 2:25 PM
2	Federal Updates, NYS Updates, NYSFAAA Updates.	11/9/2020 11:29 AM
3	all as applicable to current regulations and upcoming law implementation to keep staff up to date.	11/9/2020 9:13 AM
4	EOP/SEEK/HEOP	11/9/2020 8:41 AM
5	topics geared toward graduate/professional schools	11/9/2020 8:40 AM
6	Student Success Strategies. Students should remain centric to the mission of our organization.	11/9/2020 8:19 AM
7	GRC would be willing to present on management or collections techniques	11/9/2020 7:21 AM
8	More clarification on new regs and covid 19	11/5/2020 12:57 PM
9	CARES Act, HEERF, Verification	11/4/2020 2:46 PM
10	Various topics which assist with Professional Development.	11/4/2020 12:40 PM
11	Veteran issues, especially the increased reporting requirements.	11/3/2020 1:13 PM
12	Reading NSLDS (hands on), Reading COD (hands on), NY State programs overview	11/3/2020 7:52 AM
13	Help with working remotely. Navigating Zoom, break out rooms and white board.	11/2/2020 4:54 PM
14	More tactical presentations on topics	11/2/2020 4:37 PM
15	Techy Tips & Tricks Opportunity to share cross institutional data Deep Dive into Institutional Compliance Re-imagined Student Services	11/2/2020 3:48 PM
16	Relevant current issues, hot topics at the time of the conference.	11/2/2020 2:56 PM
17	Same as we had!	11/2/2020 1:36 PM
18	continue to present Federal update; FAFSA updates, verification, R2T\$4 updates etc.	11/2/2020 10:34 AM
19	Other forms of aid outside of the schools, i.e. AmeriCorps, GATES, other scholarships	11/2/2020 10:16 AM
20	Responding to loan servicer requests for documents. Responding to OIG cases.	11/2/2020 8:59 AM
21	Cares Act HEERF and other grants available through the cares act and future acts passed for this pandemic	11/2/2020 8:43 AM
22	Excelsior	11/2/2020 8:33 AM
23	Professional development for new counselors or administrators.	11/2/2020 8:32 AM
24	taxes, state of financial aid, updates to federal guidelines, HESC workshop for certification, etc.	11/2/2020 8:27 AM
25	Best practices - school panels Open forum	10/30/2020 8:17 PM
26	NYS&S training	10/30/2020 3:26 PM
27	Best practices for virtual meetings on Zoom and other meeting apps	10/30/2020 2:24 PM
28	Graduate/professional	10/30/2020 1:00 PM
29	Processing transfer students for clock hours schools.	10/30/2020 12:42 PM
30	Check back later	10/30/2020 11:52 AM
31	Distance Learning SAP Audit Findings Sessions on instructions for upcoming and recent changes in regulations	10/30/2020 11:06 AM
32	professional judgment	10/30/2020 10:44 AM
33	Federal AND State SAP Importance of Professional Association Active Membership in a	10/30/2020 9:37 AM

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Career Best Practices in Professional Judgment Decisions		
34	Emergency Funding options, How schools are using technology to meet the challenges of being remote.	10/30/2020 9:35 AM
35	maybe some type of session on health and wellness, stress relief, how to set up a healthy work environment when working from home.	10/30/2020 9:17 AM
36	The future of merit aid and its impact on need-based aid.	10/30/2020 9:13 AM
37	Verification Leadership in Higher Ed. - for new managers	10/30/2020 9:09 AM
38	In the current climate- Ways to avoid burn-out, How to deal with your own stress while dealing with stressed out students. Sometimes those sessions have more meaning than the ones that just deal with the Financial Aid facts.	10/30/2020 9:09 AM
39	Basics of completing FISAP	10/30/2020 8:55 AM
40	Just info to keep up with changes that happen	10/30/2020 8:49 AM
41	Updates and changes for the upcoming year	10/30/2020 8:46 AM
42	fed and NYS SAP, verification, communication to student ideas, policies and procedures tips, professional judgement examples, HESC update & Fed update,work study (process, monitoring and opportunities)	10/30/2020 8:45 AM
43	Informed borrower tool	10/30/2020 8:42 AM
44	Continue with updates	10/30/2020 8:26 AM
45	TAP Eligibility & Certification; R2T4 Process; PJ	10/30/2020 8:24 AM
46	best practices in remote Verification processing, Disability discharges and regaining eligibility, determining which parental information to use for divorced parents when student lives with neither, Understanding the NYS award letter and where to get the metrics to use on them.	10/30/2020 8:20 AM
47	Always updates from HESC and Feds. Continuing information on pandemic related items that affect us.	10/30/2020 8:15 AM
48	Customer Service	10/30/2020 8:14 AM

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Q14 What are your overall general comments about the conference?

Answered: 61 Skipped: 103

NYSFAAA 52 Virtual Conference Survey 2020

#	RESPONSES	DATE
1	It was a great conference!!! Kudos to all.	11/9/2020 2:25 PM
2	Excellent.	11/9/2020 11:29 AM
3	Discussions and all questions answered.	11/9/2020 10:06 AM
4	very good, no need to change.	11/9/2020 9:13 AM
5	Based on COVID and the need to transition to a Virtual Conference, NYSFAAA should be commended on providing a conference when other organizations had to cancel similar events.	11/9/2020 8:19 AM
6	good	11/9/2020 7:21 AM
7	it was very good and informative	11/5/2020 12:57 PM
8	For our first virtual conference I thought that it went great.	11/4/2020 2:46 PM
9	I would like to thank everyone involved with the planning and presentations. It took an enormous amount of effort to overcome the restraints of the current world situation and I applaud your efforts!	11/4/2020 1:13 PM
10	Very pleased that Council and the Conference Committee went forward with a virtual conference versus cancelling completely. Given this was a 1st attempt, the day went well. Great that there were over 400 attendees!	11/4/2020 12:40 PM
11	Great job everyone!!!!	11/3/2020 1:13 PM
12	well done	11/2/2020 4:54 PM
13	I thought it was well planned and executed especially given the circumstances. Well done everyone!	11/2/2020 4:37 PM
14	Nice to hear friendly voices and virtually see colleagues; enjoyed raffles and 50/50 opportunities! Nice job on keeping everything rolling and supported on the tech end!	11/2/2020 3:48 PM
15	It was well done, especially considering the constraints this year.	11/2/2020 2:37 PM
16	we probably could have been a little more professional. I heard someone call our new President, "babe"- that's not ok.	11/2/2020 2:23 PM
17	Glad I attended.	11/2/2020 1:36 PM
18	Handled very well.	11/2/2020 10:57 AM
19	Excellent mode of delivery and the fact it was done in one day. we should continue to think on this line for future conferences...Think about the time and money save while delivering needed information to the association. Think of the many who were able to attend as a result to this delivery. the only piece that is missing is the camaraderie of all....work on that piece! Love it!	11/2/2020 10:34 AM
20	They did an excellent job!	11/2/2020 10:16 AM
21	Overall I enjoyed all the topics form the conference and all the presenters did a wonderful job presenting.	11/2/2020 9:12 AM
22	working on campus and trying to listen in to the sessions was difficult. Too many interruptions, missed parts of sessions.	11/2/2020 8:50 AM
23	I enjoyed the virtual conference. As it is always nice to get together with the pandemic and financial instability this is great way to receive important information.	11/2/2020 8:43 AM
24	This was my first time attending and it was good.	11/2/2020 8:41 AM
25	Well done considering the limits with virtual presenting!	11/2/2020 8:33 AM
26	Regarding question 11. None of these options work. I would prefer 3 half days in a row.	11/2/2020 8:33 AM
27	Thank you to all who put time and effort into the conference.	11/2/2020 8:32 AM
28	Some of the content was good, but I felt just having updates on the organizations was kind of dry.	11/2/2020 8:27 AM

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29	I missed specialized break out sessions	11/2/2020 8:02 AM
30	I think the planning team did a great job under difficult and unusual circumstances. Thank you.	11/2/2020 8:01 AM
31	It was good to hear NASFAA and NYSFAAA colleagues voices - felt a sense of connection even though we were apart.	10/30/2020 8:17 PM
32	Really missed the newtorking opportunities, but that's just how it is this year.	10/30/2020 3:26 PM
33	Very well put together	10/30/2020 2:24 PM
34	Under the circumstances of a pandemic and a first time virtual conference the committee did a great job!	10/30/2020 2:24 PM
35	Very informative and loved the doggies!	10/30/2020 12:42 PM
36	I think it was as good as could be expected given the current circumstances	10/30/2020 11:52 AM
37	It didn't have enough variety or training incorporated in. I did appreciate the updates.	10/30/2020 11:06 AM
38	Thank you for finding a way to present this virtually!	10/30/2020 10:37 AM
39	Great appreciation to the organizers of the virtual conference! Uncharted waters and they did very well! With about 400 participants, that's phenomenal! Something to think about incorporating after the pandemic is over. When in-person conferences can happen again, make the general interest sessions/major updates possible for virtual participation (business meeting, NASFAA, EASFAA, fed update) but keep the breakout sessions as available only to in-person participants.	10/30/2020 9:44 AM
40	I think it's tremendous that we were able to even have one I cannot imagine the difficulty of planning and organizing this without being able to get together in-person	10/30/2020 9:37 AM
41	Maybe during the breaks let everyone see each other on the zoom. Great job putting this together	10/30/2020 9:35 AM
42	The presentations at the conference were excellent. It's a staple, and it is always superior to have NYSFAAA's constituents provide this much-needed information and roadmap for the future. The delivery platform of the conference, I believe, could have been better. When pivoting from an in-person conference to a virtual one, there is value in bringing some sort of attendee interaction and togetherness. A platform such as Zoom or Webex would have provided attendees the opportunity to commune together and really join the conference at the seams. If the visual was not attainable, perhaps a community thread allows attendees to chat with each other and fill the void of an in-person conference. When asking for pictures of the conference, the reality is that you will only get photos of the presenters and moderators. So you would be showcasing those individuals and not what liven's up a virtual conference, which are the attendees. I have been in NYSFAAA for 22 years, and while we have never endured a pandemic, the last 7 months have brought many viable solutions to the forefront. A 2-3 month subscription to a platform would have given this conference the edge it needed.	10/30/2020 9:34 AM
43	This was my first Financial Aid conference. I am grateful it was held virtually. The virtual option eliminates the need to travel and use expenses our campus is trying to reduce / discourage.	10/30/2020 9:27 AM
44	it was so nice to attend virtually. With funding constraints, it's highly unlikely anyone in our office would have been able to attend in person.	10/30/2020 9:17 AM
45	Great job.	10/30/2020 9:13 AM
46	One set of breakout sessions would have perhaps been a good idea	10/30/2020 9:10 AM
47	I thought it was very well done especially for a first attempt.	10/30/2020 9:09 AM
48	It was well organized.	10/30/2020 9:01 AM
49	Thanks to the committee for putting it together It was great that it was free so our whole staff could attend.	10/30/2020 8:59 AM
50	It was great!	10/30/2020 8:59 AM
51	Job well done!	10/30/2020 8:55 AM
52	LOVE the virtual aspect - so much easier to plan to attend both professional and personal wise! I actually hope it continues this way with no travel budgets and busier office with fewer	10/30/2020 8:49 AM

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	staff to cover.	
53	It was a success!	10/30/2020 8:46 AM
54	Thank you for all of your hard work and the time you spent putting this together.	10/30/2020 8:45 AM
55	Informative, although sessions ended early, schedule should hold as is, some members were counting on sessions to start at certain times but some started early	10/30/2020 8:42 AM
56	Good conference.	10/30/2020 8:26 AM
57	Good Experience, although the presenters experienced some technical challenges and seemed unorganized at time I really liked the virtual experience	10/30/2020 8:24 AM
58	It was different but i think effective.	10/30/2020 8:20 AM
59	Great job for the basically 180 that was needed.	10/30/2020 8:15 AM
60	Very good, thanks for everyone efforts	10/30/2020 8:15 AM
61	Too short, needed more content to make me want to attend again.	10/30/2020 8:14 AM

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Q15 What did you like the best/least about this year's conference?

Answered: 58 Skipped: 106

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#	RESPONSES	DATE
1	So many from all institutions were able to attend. Maybe the number of members will increase?	11/9/2020 2:25 PM
2	Virtual and one day.	11/9/2020 11:29 AM
3	The rushed sessions were liked least. However overall the conference was good I believe that spreading it out may catch more people.	11/9/2020 11:00 AM
4	Overall updates from both state and federal agencies.	11/9/2020 10:06 AM
5	format was very convenient this time.	11/9/2020 9:13 AM
6	Inability to gather in person, as professional networking is an important, integral element in any effective organization.	11/9/2020 8:19 AM
7	would like to network	11/9/2020 7:21 AM
8	the updates the best.	11/5/2020 12:57 PM
9	I wish that it was in person. I miss seeing everyone in person. The virtual world is not the same but it is a better than not meeting at all.	11/4/2020 2:46 PM
10	Not being able to meet and talk with members, especially the 1st time Attendees/Novices to encourage their future participation in NYSFAAA. With no conference fee and costs in traveling/hotel it allowed many more members to attend.	11/4/2020 12:40 PM
11	I always like to listen to Justin!	11/3/2020 1:13 PM
12	Best - NASFAA update (after the scholarship raffles), least - dept. of ed update	11/2/2020 4:54 PM
13	I think just the fact that you were able to pull it off and move through the agenda well is a benefit to all who attended.	11/2/2020 4:37 PM
14	I liked the genuine appreciation shared from awardees!	11/2/2020 3:48 PM
15	The HESC, NASFA and Dept of Ed updates are the most useful, though the interactions with other members is the best - which was limited due to being muted throughout.	11/2/2020 2:37 PM
16	best: virtual format least: no break-out rooms for lunches and breaks so we could all see each other and try to breakout.	11/2/2020 2:23 PM
17	Don't assume we know all presenters. Some of us are new to financial aid.	11/2/2020 1:36 PM
18	It was to the point...delivering of important information	11/2/2020 10:34 AM
19	We were TOGETHER.	11/2/2020 10:16 AM
20	I would recommend breaking it up and doing half-days in the future.	11/2/2020 9:12 AM
21	session topics were timely	11/2/2020 8:59 AM
22	consolidated in one day is nice.	11/2/2020 8:50 AM
23	Best is that you were able to still have the conference virtually Least was that it was only 1 day.	11/2/2020 8:43 AM
24	I liked best that I was able to listen to most of the conference.	11/2/2020 8:41 AM
25	I liked that all members were able to attend, I wish it had been easier to meet with other participants for discussion.	11/2/2020 8:33 AM
26	NASFAA update.	11/2/2020 8:33 AM
27	My boss didn't give me more time to attend.	11/2/2020 8:32 AM
28	Best: Justin Draeger's presentation. Least: Overall content was kind of lacking.	11/2/2020 8:27 AM
29	I wish it could have been more like a zoom and less webinar	11/2/2020 8:02 AM
30	No time for networking.	11/2/2020 7:53 AM
31	Best - that is actually happened! I also really liked the moment of silence to remember those	10/30/2020 8:17 PM

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	that passed away this year. Least - It is extremely unprofessional the number of times Howard interrupts the presenters when it is truly not necessary.	
32	Best: There were very few technical issues relative to what I expected. Least: The lack of back and forth Q&A that we can have with presenters in person, along with discussion among colleagues.	10/30/2020 3:26 PM
33	Fed Regs length of time "spoken to" vs. Q/A	10/30/2020 2:24 PM
34	NASFAA Update was the best. Raffle prized and 50/50 is always fun. I think all presenters should have been on screen, I missed seeing friendly faces. Award winners should have opened their camera's along with their microphones.	10/30/2020 2:24 PM
35	The topics and the doggies.	10/30/2020 12:42 PM
36	It would have been nice if all in attendance was able to give a big shout-out to our new President when the baton was passed. Needed a bit more pomp and circumstance	10/30/2020 11:52 AM
37	NASFAA Update best Business Meeting least (can you have a business meeting away from the conference if it is virtual? Set a time and have the meeting?	10/30/2020 11:06 AM
38	least...not being in person at a conference site =(10/30/2020 10:44 AM
39	I liked the NYS Update and NASFAA Update the best.	10/30/2020 10:37 AM
40	I liked the one day format that hit on all the things we all have a shared interest in - HESC, federal update, and NASFAA.	10/30/2020 9:44 AM
41	NASFAA's update Awards Ceremony	10/30/2020 9:37 AM
42	BEST Sessions Awards - so great to see FA professionals exceling in their craft. Raffles LEAST Delivery of the virtual conference	10/30/2020 9:34 AM
43	Very informative and concise. It wasn't too long. The time allotment per session appeared to work really well. I think we could spend all day asking HESC questions!!	10/30/2020 9:27 AM
44	Best: covered the critical topics. Least: lack of networking	10/30/2020 9:13 AM
45	The Best-As always I received necessary information. The least- It would have been nice to be a little more interactive.	10/30/2020 9:09 AM
46	I liked that I was actually able to take part because it was virtual. This was the first one I have 'attended' in the many years that I have been a member of NYSFAAA.	10/30/2020 9:01 AM
47	Federal update	10/30/2020 8:59 AM
48	My favorite was the HESC update and NASFAA. The federal update was a tad boring, but good info.	10/30/2020 8:59 AM
49	Flexibility to attend virtually and allow other on our team to attend.	10/30/2020 8:55 AM
50	Best virtual Least - can't think of any	10/30/2020 8:49 AM
51	Loved the presenters	10/30/2020 8:45 AM
52	Unfortunately I never feel that I gain much from listening to Nautachia Webb.	10/30/2020 8:38 AM
53	Shortness/conciseness	10/30/2020 8:26 AM
54	Best = HESC & SED Update Least = Federal Update (seemed unprepared for the timeframe of her session so there wasn't time for questions)	10/30/2020 8:24 AM
55	There were times during the day I wasn't able to participate. Because the start time of each session kept being adjusted, when I was able to return, I missed the beginning of sessions. Please keep to the session start times as advertised in the agenda so participants can plan accordingly.	10/30/2020 8:18 AM
56	Lack of break out sessions but it is understood.	10/30/2020 8:15 AM
57	NASFAA update by Justin Draeger	10/30/2020 8:15 AM
58	NYS Update and points.	10/30/2020 8:14 AM

NYSFAAA 52 Virtual Conference Survey 2020

Q16 How can we improve the conference next year, whether in-person or virtual?

Answered: 52 Skipped: 112

NYSFAAA 52 Virtual Conference Survey 2020

#	RESPONSES	DATE
1	Maybe include one (or more) presentation which is of value to particular sectors?	11/9/2020 2:25 PM
2	One day per week, three weeks.	11/9/2020 11:29 AM
3	I honestly have not attended a NYSFAAA conference in quite sometime, so I am not a good one to tell you what you might improve.	11/9/2020 11:00 AM
4	no changes	11/9/2020 9:13 AM
5	Have both general and concurrent sessions	11/9/2020 8:40 AM
6	Multiple moderators would be encouraged versus being primarily or mostly led by NYSFAAA Leadership. Leadership has a Conf Rile but not necessarily in an ongoing Moderator Capacity.	11/9/2020 8:19 AM
7	sponsorship & networking available	11/9/2020 7:21 AM
8	More sessions, make it more than one day.	11/4/2020 2:46 PM
9	If virtual- more member interaction, and be able to view list of attendees if we are not able to see folks	11/4/2020 12:40 PM
10	Don't know.	11/3/2020 1:13 PM
11	If virtual have break out rooms with topics and presentations. If in person, that would be the improvement. We know what to do and we do it well!	11/2/2020 4:54 PM
12	More diverse topics.	11/2/2020 4:37 PM
13	Spread it out--it was a long day. Consider a mid-summer conference or late September.	11/2/2020 3:48 PM
14	If virtual, the mentioned breakout rooms,being able to unmute and interact would be an (attainable) improvement.	11/2/2020 2:37 PM
15	Have breakout rooms. One break could be all by region, one could be by school type, one by financial aid management system, etc. Some of these survey questions are very poorly written and don't provide enough options for people to adequately respond. Ex: #11- provide option for indicating that none of those options work best for schedule.	11/2/2020 2:23 PM
16	Chatter between sessions was accidentally broadcast.	11/2/2020 10:57 AM
17	Work on ways to get aid offices connected virtually apart from the listserv, maybe by region	11/2/2020 10:34 AM
18	If virtual I would recommend half-days if in person full day is best.	11/2/2020 9:12 AM
19	Different presenter for federal update.	11/2/2020 8:50 AM
20	Having different breakout sessions.	11/2/2020 8:43 AM
21	Possibly break out groups for discussion if virtual.	11/2/2020 8:33 AM
22	Would love to be back in person. You learn just as much with networking as you do from sessions.	11/2/2020 8:33 AM
23	Keep up the great work.	11/2/2020 8:32 AM
24	More presentations with enticing content relevant to things that people in the industry are "buzzing" about.	11/2/2020 8:27 AM
25	If it's Virtual, be sure to stick to the schedule and not move things up.	11/2/2020 8:21 AM
26	If virtual - improve technology. Had times where everything froze and had to leave and come back in	11/2/2020 8:07 AM
27	Build in a platform or way to connect with colleagues to discuss session content, what they learned, and of course to network!	11/2/2020 7:53 AM
28	If virtual, it would be nice to be able to stick a little more closely to the published time schedule especially for those of us who are unable to attend the entire conference.	10/31/2020 2:34 PM
29	Break it up as it presents more of a challenge to participate in an all day event while working in the office (if virtual again next year). A great deal of information to take in.	10/30/2020 8:17 PM

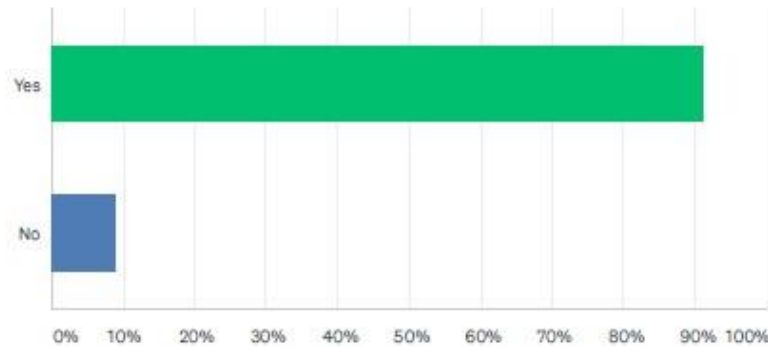
NYSFAAA 52 Virtual Conference Survey 2020

30	Have some kind of background audio playing during breaks so people who sign in during one of the breaks know their audio is working. Something like "the webinar will resume shortly" would be fine.	10/30/2020 3:26 PM
31	Future conference can include break out rooms for various topics like we have done when present by presenters.	10/30/2020 2:24 PM
32	More raffle prizes, have attendees play "bingo" so they have to stay and watch the whole time. If virtual again, add a professional development session or two.	10/30/2020 2:24 PM
33	I think it's fine as is.	10/30/2020 12:42 PM
34	need more time to think about ideas for each scenario	10/30/2020 11:52 AM
35	We need training and breakout sessions on different subjects that we can log in and attend.	10/30/2020 11:06 AM
36	If virtual, I would like to see one day that is like this year's which had all the major updates presented and one day that is breakout sessions. Maybe have the days split up, though, like one Tuesday and one Thursday or Friday. If in-person, then the days should be consecutive, not split.	10/30/2020 9:44 AM
37	Get more info out on NYSFAAA web site as early as possible with updates out as frequently as possible	10/30/2020 9:37 AM
38	Hopefully, we can have a more "intimate" for the membership.	10/30/2020 9:26 AM
39	breakout sessions	10/30/2020 9:17 AM
40	If it's in-person, offer a few sessions online, too. Maybe the NASFAA update. Definitely offer a chance to purchase raffle tickets online.	10/30/2020 9:13 AM
41	More interaction, if possible. Surveys, maybe some fun non financial aid stuff, maybe a financial aid trivia contest?	10/30/2020 9:09 AM
42	I would like to see more 'mini-sessions' as are customary to the traditional, in- person conference as opposed to just updates.	10/30/2020 9:01 AM
43	Of course if it is more than one day we can have breakout sessions. I missed that. Of coursing missing the people was the major thing I missed out on!	10/30/2020 8:59 AM
44	Expand upon sessions	10/30/2020 8:55 AM
45	Keep virtual and make more sessions	10/30/2020 8:49 AM
46	more networking opportunities, please.	10/30/2020 8:47 AM
47	keep sessions as advertised time	10/30/2020 8:42 AM
48	Good as is.	10/30/2020 8:26 AM
49	More content for attendees spread out over a few days.	10/30/2020 8:24 AM
50	variety of sessions.	10/30/2020 8:15 AM
51	If virtual, then breakout rooms for certain topics.	10/30/2020 8:15 AM
52	More content.	10/30/2020 8:14 AM

NYSFAAA 52 Virtual Conference Survey 2020

Q17 Did you enjoy being able to participate in the virtual fundraising activities for the NYSFAAA George Chin Memorial Scholarship Fund?

Answered: 115 Skipped: 49

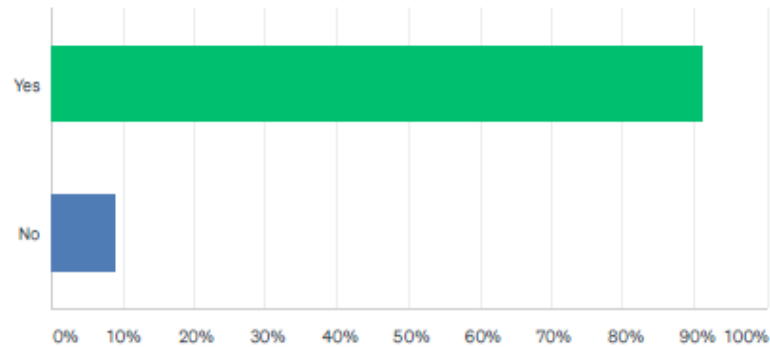


ANSWER CHOICES	RESPONSES	
Yes	91.30%	105
No	8.70%	10
TOTAL		115

NYSFAAA 52 Virtual Conference Survey 2020

Q18 If you participated in the virtual fundraising by purchasing 50/50 or raffle tickets, would you participate in a virtual raffle again next year?

Answered: 101 Skipped: 63

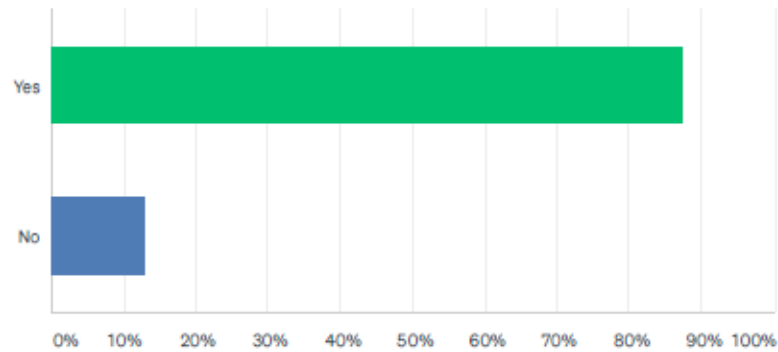


ANSWER CHOICES	RESPONSES	
Yes	91.09%	92
No	8.91%	9
TOTAL		101

NYSFAAA 52 Virtual Conference Survey 2020

Q19 If you DID NOT participate in the virtual fundraising this year, do you think you will participate in the future if there is another virtual event?

Answered: 79 Skipped: 85



ANSWER CHOICES	RESPONSES	
Yes	87.34%	69
No	12.66%	10
TOTAL		79