NYSFAAA Executive Council

April 5, 2013

Go To Meeting

Attendees:

Scott Atkinson

Jan Scheutzow

Jane Gilliland

Kathy Flaherty

Steve Dwire

Michele Rizzo

Lisa Papke

Dawn Langdon

Kristina DelBridge

Dan Robinson

Lou Palefsky

Gene Rogers

Kerrie Cooper for Shalena Duprey

Sarah Macri

Excused: Pat Johnson

Dan Tramuta

**Call to Order – Scott Atkinson** called the meeting to order at 2:00 PM

**Roll Call** – A quorum was declared and the meeting proceeded.

**Approval of February 11, 2013 Executive Council Minutes**-

A motion was made and seconded to approve the minutes. The motion was approved with all in favor, no oppositions and no abstentions.

**Treasurer’s Report-Steve Dwire**

Since this agenda item was overlooked during the meeting, the report will be attached as an addendum to these minutes.

**President’s Report- Scott Atkinson**

* **Government Relations Committees** - Both the federal and state relations subcommittees are actively recruiting members for their committees. They would like to have a representative for both committees from each region. Councilpersons should make this an agenda item at their next meetings.
* **Federal Relations** – Co-Chair Maria Deinnocentiis will be attending the NASFAAA Leadership Academy as the NYSFAAA representative. A federal position paper is being developed and will be distributed to Executive Council at their next meeting.
* **State Relations** – The TAP Reform paper has been sent to all members of the State Senate and Assembly Higher Education Committees. The paper will be distributed on a wider basis. Councilpersons should present and discuss the paper at their regional meetings and encourage members to contact their local legislators regarding the NYSFAAA proposals. The paper is also being shared with other organizations that are promoting TAP reform to get a more unified stance.
* **NASFAA Award Nomination** – Pat Johnson along with Sarah Macri and Lea Nuwer prepared the application nominating the work of the TIC Committee, specifically the webinar training for this award.
* **NYSED College Application Week** –Gene Rogers will represent NYSFAAA at this State Education Department sponsored event. The event works to improve networking with other associations.

**Past President Report – Scott Atkinson for Dan Tramuta**

* **The Election Committee** will meet shortly to solicit nominations for offices of President-elect and Treasurer-Elect.
* Dan Robinson asked a question about election protocol: should Council representatives notify the regional members about the election. Scott thought it was too early to do so since the election committee has not yet met.

**First Vice President’s Report- Jan Scheutzow**

* **Membership Update**- there are 1412 current members; 52 more members than last year. There are 148 new affiliate members. Income from dues is at $78,670. The projected income from dues was $75,000, so that goal has been met. There is still $2,200 outstanding in dues. Adrienne King is following up with these. The affiliate membership application is now online. Affiliate members have been contacted and given the names of regional NYSFAAA contacts. They are not yet attending regional meetings. The suggestion was made that NYSFAAA members reach out to the new affiliate members. Membership in all regions has improved. The Culinary Institute of Education has applied for and been approved for NYSFAAA membership.
* Lisa Simpson requested approval for the University of Bridgeport, Bridgeport, Conn to be approved for membership so that members could attend Novice. A motion was made by Jan Scheutzow, seconded by Kristina Delbridge to add the University of Bridgeport to the NYSFAAA database to be able to attend Novice training. The vote was carried with all approving, no oppositions and no abstentions.

**Second Vice President’s Report- Jane Gilliland**

* **Leadership Academy/Intermediate Workshop**- They now have five volunteers for the Intermediate Committee and will set up a conference call.
* Kristina DelBridge spoke about NYSFAAA training activities. Webinars are running well and are popular. The remaining webinars are April 11 and May 2 and May 30. Registration for the May 2 webinar will go out after the April 11 program, as requested by membership. Howard Leslie and Kristina DelBridge are co-chairing the committee. If the webinar on default prevention goes well, a series of default webinars may be created. A motion was made by Kristina Delbridge, seconded by Jan Scheutzow to allow the Statewide Training Committee $500 additional for a presenter. The floor was open for discussion. The following points were made:
  + Steve Dwire mentioned that $4300 of the training budget has been spent to date.
  + Jane questioned where the GoToMeeting cost had been budgeted and if it had to be accommodated in her budget. Since many committees are now using this technology, not just training, it should be on a different budget line.
  + Steve commented that Howard helped NYSFAAA realize considerable savings when the upgrade was made to GoToMeeting/GoToWebinar
  + Scott summarized that funding was still available in the Statewide Training budget to cover this cost
  + Kristina withdrew the motion
* **Professional Development Update** – Jane indicated if there is no cost, there will be no revenue. It is not likely that this program will be ready before June 30, 2013, so it will be a part of next year’s budget. This can be discussed further in June.
* **Novice** – no update

**Secretary’s Report- Kathy Flaherty**

* **Posting of Meeting Documents** is still in progress and is being researched by Ideta Daniel, our web coordinator
* **Technology, Innovation and Communication Committee** – Sarah Macri stated that this committee is in the process of reorganization. Their major tasks during the last few months have been training for GoToMeeting and GoToWebinar, working on an in-house manual, working on a flowchart to help members understand function of various social media. They are working with the Statewide Training Committee to establish the number of training webinars per year and train members of that Committee to run these webinars.
  + Scott had a question about determining how many people attend webinars at a single site. Sarah explained that registration is by computer; only on the follow-up survey would you know how many viewed the webinar at each computer. Sarah suggested that the question be asked at the time of registration: how many will attend with you? She also thought that GoToWebinar had an auto poll generation ability post webinar. As she is not sure if the poll is done on a screen pop-up or email, she will research this question with Kristina.

**HESC Updates - Lisa Simpson**

The March HESC Update was distributed and is attached to the end of these minutes

**Committee Reports**

* **Novice Workshop**- Scott had a question from Lisa about the dues rate for Novice. These rates have always been set at the June meeting, after Novice. Should the rate be considered at the February meeting to take effect with Novice?
  + Steve’s comment was that dues had not been increased recently and the June 2013 Novice training should charge the 2012-2013 membership rates. According to P&P dues rates are set after Novice at the June meeting; should we set dues rates in February?
* **Conference 2014- Kerrie Cooper for Shalena Duprey**

There are two contracts: Lake Placid Conference Center for the meetings; Crowne Plaza Hotel for the rooms. A third contract is coming for food at the Conference Center. Scott will be signing these contracts shortly and paying the deposits.

A question was asked about the process for reserving a room: would it be online, phone call via the conference registration or directly to the hotel. Kerrie will get that answer. Scott did not believe that this had to be specified in the contract.

Lou questioned when the credit card payments would be charged in case of a cancellation. Will the first night’s deposit be charged when the reservation is made? He would like to be able to give the credit card information when making the reservation, but have the charge placed later. Kerrie will check on this. With early arrivals and late departures conference rates are subject to availability of rooms. Kerrie will check on whether the conference room rate can be extended. Scott had already provided Kerrie with a list of contract questions which were answered. The Conference Center contract was due April 3, 2013. The hotel contract is due later. Kerrie indicated there was no conflict between using both the Crowne Plaza and the Conference Center for meetings. Center Plate is the food vendor for the Conference Center – there is no bid process for this. Lisa Simpson has been helping Kerrie with this process.

A motion was made by Kerrie Cooper, seconded by Jan Scheutzow to accept the contracts from the Lake Placid Conference Center and the Crown Plaza pending satisfactory answers to outstanding questions (window for room block rates, deposit charged later than registration, link for room reservation). The motion was amended to approve the contract with the clarification on the outstanding questions. There was no discussion: all approved the motion, no opposed, no abstentions.

**Regional Updates**

No written reports were requested for this meeting. The following comments were made:

* Kristina has difficulty getting that region involved. Anyone with suggestions should send them along to Kristina.
* Lou indicated that this is an ongoing issue for them as well
* Region 3 doesn’t seem to have this problem. It was suggested at an earlier meeting that this might be a topic for discussion among regional chairs at the Conference.
* The Regional Report template coordinated by Gene Rogers can be used for submitting reports for the June meeting.

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**Old Business**

* Alcohol Policy- Voting on this policy had been delayed from a previous meeting. A motion was made by Kristina Delbridge, seconded by Lou Palefsky to accept the NYSFAAA policy on alcohol, dated November 5, 2012. Discussion followed.
  + There was a general lack of regional input
  + SUNYFAP does have a policy; organization will not purchase alcohol
  + Asking the insurance company for sample policies may complicate the issue

A vote was taken with all in favor, no one opposed and no abstentions. Scott will pass the policy on to the Governance Committee and then to the Policy and Procedure manual.

* Operational Calendar will be put on the NYSFAAA website under Governing Documents
* Elections – Scott will work with Dan on this
* April calendar events – Treasurer and Budget Committee will request budget information and the Policy and Procedures will be reviewed for updates
* May calendar events- plan for June meeting, budget preparation, development plan, constitutional changes, strategic plan
* June calendar events – revenue sharing, budget, election results, development plan, constitutional changes, fees, strategic plan, new credit cards for officers

**New Business**

* Lou shared a concern from his region that they are receiving too many NYSFAAA emails, especially regarding the webinars. While they understand the need, they are requesting a coordination of notices to reduce the number. Sarah Macri explained that the TICC is working on definitions of messages and appropriate media for each, for example, job announcements should be placed on the website rather than on the listserv, regional news should go to the regions, not to the general NYSFAAA list. The number of training emails can be controlled with the Citrix software and they will review this with the Statewide Training Committee. Scott suggested that the membership be reminded of email etiquette.
* GoToMeeting/GoToWebinar contracts should reside with an officer rather than a Committee. Scott will follow-up on this with Howard, Kristina and others as necessary.

Scott thanked Sarah Macri and the TICC for helping with the meeting. The next meeting is scheduled for June 13-14 in Lake Placid.

A motion was made by Lou Palefsky, seconded by Jan Scheutzow to adjourn.

Attachments:

Membership Report

TICC Report

HESC Update

Alcohol Policy

**Membership Report**

**Membership Report as of 4/3/13:**

* We have 1412 current members
  + 2012-13 Members 1396 - last year was 1344- gained 52 members!
  + 2013-14 Members 16 NOVICE
  + We have 148 new Affiliate Members!
* 2012-13 Membership dues paid: $ 77,670. ( Budget projects $ 75,000 in Dues Revenue)
  + $2,225 dues (or 38 invoices) are still outstanding
  + Membership Chair, Adrienne King, has done a great job collecting receivables.
* Membership By Region:

2012- 13 \* 2011-12\*

Non-Affiliated 108 41

Region 1 139 140

Region 2 132 112

Region 3 203 172

Region 4 143 125

Region 5 182 161

Region 6 449 507

Region 7 201 194

Region 8 61 43

\**Members may be affiliated to multiple regions*

*Overall, regional membership has increased since last year, primarily by Affiliate Members. Regional membership representatives also contacted previous members whom had not renewed in 2012-13 and solicited renewal.*

* Affiliate Membership Status:
  + New Affiliate Membership category approved by Exec. Council 10/12
  + Ideta Daniels added the Affiliate Membership Application to the NYSFAAA website
  + Ideta Daniels added a master list of all NYS High schools to NYSFAAA database prior to opening Affiliate Membership application
  + Lisa Simpson, HESC, assisted in sending mass email letter from NYSFAAA President , Scott Atkinson, to NYS high school counselors informing them of the new free Affiliate Membership. The email directed counselors to the NYSFAAA website to sign up- we received 79 in one day!
  + As of 4/2/13, we have 148 Affiliate statewide
  + March- Jan sent all 148 a “Welcome to NYSFAAA” email with contact information for their local regional chairperson.
* Proposal to add a new institution, The Institute of Culinary Education, to the NYSFAAA database.

**Mentorship Committee Report:**

* Mentors have been give mentee names.
  + Mentees have been contacted in Nov. & Dec. and asked to join regional meetings, etc.
  + Mentees have expressed they cannot always leave the office but use the webinar training
  + Committee discussing Mentor Scholarship Award effectiveness

**Awards Committee Report:**

* New co-chairs have Rob Zasso and Troy Martin are working with Kathy Flagherty to learn the Awards process.

**HESC Report**

2012-13 TAP Accelerated Study Term Report

Report HE8498, the Accelerated Study Term Report, is now posted on HESCWeb and will be available at the end of each term's certification period. This report is only available for schools that have continuous enrollment and whose regular calendar allows students to attend 3 semesters or 4 trimesters in a calendar year.

Learn more about the accelerated study eligibility requirements by visiting [TAP Coach](http://www.hesc.ny.gov/content.nsf/ca/TAP_Coach_Accelerated_Study).

2013-14 College Data Survey Now Available

The 2013-14 College Data Survey is now available on HESCWeb. Your school must complete the survey by March 31, 2013 to ensure accurate state aid awards. When completing the survey, please remember to consider the possible impact of term length on your school's TAP eligibility.

Learn more by reading [Financial Aid Services Bulletin 2013-001.](http://www.hesc.ny.gov/content.nsf/ca/Financial_Aid_Services_Bulletin_2013_001)

Automated Data Request System Now Available

The New York State Higher Education Services Corporation (HESC) is pleased to introduce an automated system for requesting data and general information regarding HESC-administered grant and scholarship programs.

You can now make data requests and requests for cost estimates for programs such as TAP, the Veterans' Tuition Award Program, or any of our scholarship or loan forgiveness programs using this online system.

The online [G&S Data Request form](http://www.hesc.ny.gov/content.nsf/CA/Grants_and_Scholarships_Request_For_Information) is available by clicking Financial Aid Professionals on HESC's web site, [www.hesc.ny.gov](http://www.hesc.ny.gov/). The form is intended for general program information and data requests only; no personal information should be provided when submitting a request through this system. Requests for information pertaining to a specific student or account should continue to be made by contacting our Customer Communications Center at 1-888-NYSHESC (1-888-697-4372).

Please contact Barbara Hochberg, HESC Director of Grant and Scholarship Programs, at 518-473-3733 if you have any questions regarding this online request system.

### HESC Implements Web Chat

HESC is pleased to announce the addition of Web Chat to HESC.ny.gov, enabling students, parents and financial aid administrators to chat online with HESC representatives during business operating hours. Customers using chat will have the option to request a transcript of their chat session be e-mailed to them, and may also leave a message when HESC representatives are not available.

Please note for security reasons, personal information and individual account status questions may not be discussed via web chat. Prior to starting a chat, customers are advised not to enter personal identifying information, such as social security numbers.

HESC Web Chat can be accessed through the ‘Contact HESC’ link on the Home page. Customers are directed to the Customer Communication Center page to select the chat button to begin.

Financial Coaching

The HESC Financial Literacy Team, who are Certified Educators in Personal Finance, provide presentations on topics ranging from budgeting and the use of credit cards, to student debt and guarding against identity theft. To broaden this outreach, HESC now provides “financial coaching” to borrowers who are having difficulty paying their loans. This customized service connects struggling borrowers with the resources to discuss budgeting strategies so they can effectively manage their debt.

**Alcohol Policy**

**NYSFAAA’S POLICY ON ALCOHOL 11/05/2012**

NYSFAAA is committed to maintaining a healthy and safe educational environment that reflects high standards of personal responsibility and behavior. Alcohol abuse will not be tolerated under any circumstances. This policy permits the responsible use of alcohol in moderation by persons of legal drinking age and in accord with these guidelines.

Normally NYSFAAA will not serve alcoholic beverages during or surrounding Executive Council Meetings or Committee Meetings. However, there may be certain NYSFAAA sponsored events where the serving of alcohol is deemed appropriate. NYSFAAA’s Executive Council may authorize such events (i.e. Annual Conference, Novice Training) to include alcoholic beverages and may choose to set limitations on the amount and/or the amount of time during which alcohol may be served, with or without charge.

It is expected that anyone consuming alcohol will not drink to excess and will not drink and drive. Participants in these events are expected to act responsibly and to control their own behavior.

Normally NYSFAAA does not pay for alcohol consumed by members, officers, committee chairs, etc. However, Executive Council may, at its discretion, authorize scheduled events during the Annual Conference, Retreats and other Association Events when alcohol may be served and not billed to the individual. This authorization must be done in advance of planned event(s) and appropriately budgeted for.

At events where alcohol is permitted but is not provided by NYSFAAA (i.e. NYSFAAA meetings, events dinner, etc.), the alcohol must be ordered by the individuals and billed individually, Members of group dinners should request separate checks to avoid having the alcohol billed to NYSFAAA group bills.

It is expected that Committee chairs and other event leaders will remind members of this policy prior to the beginning of the event.

**Technology, Innovation and Communication Committee**

**Evaluation**

**New York State Financial Aid Administrators Association**

**Technology, Innovation and Communication Committee**

The first objective of increasing the membership of the Technology, Innovation, and Communication Committee (TICC) was accomplished via personal outreach to NYSFAAA members throughout New York State. Research was conducted to locate creative ways to communicate and host meetings not only as a committee but to be able to disseminate this information and tools to the financial aid community. Doodle was used as a tool for scheduling of meetings often a difficult task with volunteers from various offices. Google chat and Google docs were and continue to be used regularly for committee meetings as well as utilizing free resources such as freeconferencecall.com. The TICC is now an energized, organized and productive committee with much accomplished in the past two years.

The TICC took on the charge of updating and recreating the face of NYSFAAA on the web to better present and disseminate information as well as to participate in pertinent financial aid conversations via appropriate mediums and use of technology now available. Success in reaching this goal was met by the new design of the NYSFAAA web page at [www.NYSFAAA.org](http://www.NYSFAAA.org) and the creation of the NYSFAAA blog, Empire Chat, which has a growing number of users. TICC has taken on the responsibility of monitoring and actively using NYSFAAA’s Facebook page, created a Twitter page and created a NYSFAAA presence on LinkedIn. The ability to be able to monitor the content has been extremely important as it is with all social media and the committee has taken on this responsibility. In addition, they developed policies and procedures for how NYSFAAA’s social media is regulated. The Facebook, Twitter and LinkedIn are active and relevant.

Monitoring the content of the social media has at times been difficult as we are a volunteer organization and this monitoring is often time consuming. The redesign of the web page was also a task that was often difficult as any task is when working with a number of people with differing opinions. The design had to be approved by Exec Council and after much debate the process was not as expeditious as the committee would have liked. Many designs were considered before coming to a consensus.

Engaging other NYSFAAA committees to take responsibility for updating their section of the web site has also been a challenge. When working with an all volunteer organization it is sometimes difficult to get the same commitment from everyone. This is still a work in progress and TICC continues to encourage and remind others to update information to keep our pages current.

The TIC committee had the opportunity to present a session at the NYSFAAA conference in October, 2012 on how to create a social media presence on campus. This presentation offered instructions on creating a presence on Facebook and Twitter and was very well received. Information was shared through attendees bringing the presentation back to their offices to share with colleagues as well as committee members being asked to present at a regional training session.

As with all technology it is forever changing. One of the difficulties faced during the preparation of the conference presentation was the radically new method of interacting launched by Facebook. This occurred after the initial presentation was created so revisions and major retesting were necessary. Not catastrophic but certainly requiring additional time and effort.

Creating a sense of ownership of the Survey Monkey account was critical in responding to the needs of NYSFAAA and its members. While policing the account is not an easy task operational policies have been established to monitor those authorized to use the survey account. Password security has been strengthened and continues to be maintained. Through closer monitoring of the survey account TICC has been able to troubleshoot survey issues with any leader who seeks to create their own survey efficiently and effectively.

Due to the oversight of the Survey Monkey account the TIC committee was able to assist with major survey requests over the past two years. The committee was commissioned by the State Government Relations Committee to create a survey for the NYSFAAA membership on what they would like to see from their state legislature regarding financial aid. This data was compiled and relayed to state legislators in a White Paper outlining recommendations for NYS TAP reforms. This survey was critical to the Association’s conversations with legislators in Albany.

Surveys have also been created for the Statewide Training Committee for follow-up membership satisfaction. These are used by the committee following each training webinar provided to the membership. In addition the Tri-Region area (Regions 5, 6 and 7) has received the assistance of TICC to create a follow-up survey to a recent tri-regional meeting/event they hosted. With the assistance of the committee the membership will be better able to utilize Survey Monkey to evaluate our needs and respond accordingly through additional training, events and most importantly, sharing our thoughts with our elected officials.

Having one committee responsible for training and managing the GoToWebinar and GoToMeeting has been instrumental in using these tools effectively. Working with the Professional Development committee has been crucial and has enabled NYSFAAA to provide a number of excellent training opportunities this past year. The TIC committee has trained members of Exec Council on GoToMeeting enabling us to meet more frequently throughout the year. With tighter budgets meetings had been reduced to three times per year which made the meetings very long in duration and we found too much time in between to effectively address membership issues. With GoToMeeting we are able to double the number of meetings enabling us to address business issues in a timelier manner. It is also a more effective tool than a conference call.

A training manual is currently being written which will enable increased usage by a greater number of members. Currently the committee is waiting for additional features to be available, specifically video enhancements as well as formal training from Citrix. With the formal training of the committee members, writing the training manual for NYSFAAA will be facilitated.

A final initiative undertaken by the revitalized committee was to utilize the survey tool to obtain information to create a list of participating institutions and their ability to host meetings, trainings, video conferences and other mediums of large group communication. The committee surveyed the membership to obtain specifics on meeting space, parking availability/limitations, access to internet, and possession of certain technologies (specifically web and video conferencing capabilities) useful in state-wide meetings and training. A difficulty experienced with the survey was the initial lack of responses. It was then shortened and simplified. It was also mass distributed during the 2011 Conference. By the end of the polling period over 50 responses were received. The committee then spent several months following up with the institutions for more specific information.

The results have since been cataloged enabling leaders across the state responsible for regional meetings and state-wide training to be aware of and able to utilize facilities. Having this information before hand has been essential in preparing various events efficiently. Prior to this a committee chair would typically have to send a request via the listserv seeking a volunteer site and would then have to work through the logistics of whether the site would be appropriate. Now the site information can be reviewed ahead which enhances the planning process.

The Technology, Innovation, and Communication Committee has been essential in making current technology available and beneficial to NYSFAAA. Our membership and financial community in New York State have been enhanced by their efforts and we look forward to their future plans.

**Narrative**

**New York State Financial Aid Administrators Association**

**Technology, Innovation and Communication Committee**

To fulfill the mission of the Technology, Innovation, and Communication Committee (TICC) a number of initiatives have been undertaken in the past two years. The committee set out to revitalize the membership with increased involvement across our state to not only have greater representation from our regions but to also utilize the talented and knowledgeable members of the financial aid community. Due to our expanded membership goals TICC was established to meet the technological needs of NYSFAAA to better serve our constituents and fulfill our mission – to provide unified representation and the means of communication among financial aid personnel with the higher education community and to provide educational programs for the professional development of its members (Attachment A).

The goals and objectives established included updating the face of NYSFAAA on the web, training financial aid offices across the state on how to create a social media presence, taking on the administration of the NYSFAAA Survey Monkey account, serving as owner of NYSFAAA’s GoToMeeting and GoToWebinar software, and maintaining institution site data to coordinate online meetings and training.

Updating and recreating the face of NYSFAAA on the web entailed presenting and disseminating information as well as participating in pertinent financial aid conversations via appropriate mediums and using the more advanced technology currently available. Substantial research was conducted with NYSFAAA members across the state to determine the needs of our organization and how best to meet those needs through technology. In addition to the redesign and launching of a new website (Attachment B), the committee also:

* Participated in the launch of the NYSFAAA blog, Empire Chat
* Monitors and actively uses NYSFAAA’s Facebook page
* Has created, monitors and actively uses NYSFAAA’s Twitter page
* Created and monitors NYSFAAA’s presence on LinkedIn
* Has developed official policies and procedures regarding how NYSFAAA’s social media is regulated (Attachment C)
* Has developed official policies and procedures regarding publishing of photos of members on the web (Attachment D)
* Has absorbed Web and Blog responsibilities into the TICC. This last endeavor is still a work in progress

The TIC committee has also shared the knowledge gained from the creation of the NYSFAAA Blog, Facebook page, Twitter and LinkedIn with the financial aid community across the state (also at ESFAA). A presentation was given during the NYSFAAA Conference 2012 (Attachment E) on how a financial aid office can best create a social media presence on Facebook and Twitter. It was once again presented at regional meetings and has been shared on various campuses interested in utilizing social media student outreach.

Survey Monkey has also been a tool that was previously underutilized. The TIC Committee has taken ownership of NYSFAAA’s Survey Monkey account to protect and utilize it as a major asset of our organization. It has now been recognized as a valuable tool to measure the success of our events and to assist NYSFAAA in fulfilling our mission.

TICC has also taken on the management of GoToMeeting and GoToWebinar to further enhance our organization’s ability to have committee meetings more frequently and to be able to offer a greater number of training opportunities for our members. Technology training has been developed to utilize these tools with the oversight of the committee to ensure appropriate use.

In addition, the committee now coordinates the availability of institutions across the state with the means and desire to host meetings, trainings, video conferences and other mediums of large group communication. The compilation of information was gathered via survey with specific information requests, i.e. meeting space, parking availability/limitations, access to internet, and possession of certain technologies useful in state-wide meetings and trainings.

TICC is a team of financial aid professionals who support each other in their quest to accomplish their common goal of supporting NYSFAAA’s vision. With their can-do attitude, the committee continually seeks to enhance and improve information delivery to financial aid professionals and directly impacts New York’s college students.