

## Summary of Responses from 2002 MASFAP Survey

- I. Who responded
- a. A total of 52 responses were received from the MASFAP community. Of the 52, 40% came from the 4-year private sector. Another 19% came from the 4-year public school sector. Responses from the Proprietary sector accounted for another 15%. The other 26% was split between graduate professional, 2-year public, lenders. One response was received from a guarantor, religious, and private 2 year.
  - b. 88% of those responding had at least 3 years experience, with over half of them having more than 5 years of experience.
  - c. Directors by almost a 3 to 1 ratio responded more than any other position these results accounted for 48% of the surveys received.
  - d. The question to be asked: Was this a representative sampling?
- II. Programs Participation (simply an indicator of who participates in what programs.)

| Program                 | % Participating | Program              | % Participating |
|-------------------------|-----------------|----------------------|-----------------|
| Pell                    | 86.54           | FFEL                 | 84.62           |
| Perkins                 | 61.54           | FDLP                 | 15.38           |
| FSEOG                   | 78.85           | TRIO                 | 11.54           |
| FWS                     | 69.23           | TVII Health Loans    | 9.62            |
| Gallagher Grant         | 61.54           | Advantage Missouri   | 57.69           |
| Bright Flight           | 61.54           | Missouri Guarantee   | 65.38           |
| Marguerite Ross-Barnett | 46.15           | DESI admin. Programs | 26.92           |

- III. MASFAP Training, Professional Development and Conference Sessions
- a. Staff Training- People were asked to indicate what would be the appropriate amount of training spent on the Staff training. They were also asked to indicate why if any, attendance has decreased over the last two years
    - i. Roughly half (54%) of those responding indicated that they believed between 9 and 16 hours would be the appropriate amount of training per year for Staff members. Another 25% indicated that the staff should receive more than two full days per year in training.
    - ii. As far as why there was the reduced attendance, a number of reasons were received with budget cuts/constraints being the largest. Other reasons given were that the materials being covered either would not be relevant to their positions or was too basic. It was noted by more than one person that the fundamental training was better than the support staff training. Another reason given was that they did not have time for Stress management or other workload issues. One respondent indicated that he/she sends the “neophytes” to a different regional “neophyte” workshop.
  - b. MASFAP Sessions
    - i. Surprisingly, none of the sessions surveyed, received extremely high or low marks on the survey. A 5-point scale was used with 5 being the most important and 1 being the least important. The lowest marks received for interest session topics were for retirement planning, career development sessions and mentoring within the office. The general sessions receiving the lowest marks were the Keynote speaker, the MASFAA Presidential Address and the Mentor training sessions.
    - ii. When asked what sort of other sessions should be offered at MASFAP
      1. VA Benefits
      2. Annual updates for major federal programs
        - a. Pell
        - b. FAFSA/EDEExpress
      3. Technology
      4. Professional Certification in FA Admin.

- IV. The Conference
- a. When
    - i. With the exception of Saturday, votes were evenly cast as to when to hold the conference. There was a *slight* increase in interest in having the conference toward the end of the week, however no strong tendencies emerged other than very few people are willing to give up there Saturday.
    - ii. As to how many conferences, and what types of conferences, the raw data is
      1. 2 3 day conferences: 22 votes
      2. 1 4 day conference: 19 votes (8 fall and 11 spring)
      3. 1 4 day prof. And 1 3 day support: 8 votes
  - b. Where
    - i. 77% of those who responded said that we should continue to remain at the Lodge of the Four Seasons.
    - ii. Of the 23% who would like some change the following suggestions were made
      1. Columbia at a hotel (central location)
      2. Move it around between KC, STL Branson and the Lodge
        - a. If 2 conferences one at the lodge and move the other around
      3. Most of us ((Leo's View) no idea who "most of us" is) are tired of the Four Seasons and would welcome a change of scenery
      4. Tantara
  - c. Training issues
    - i. The following issues were listed as most important training issues facing the office
      1. Professional Judgment and dependency overrides
      2. Updates – Technological, Federal (compliance and software), MOSTARS, TIV funding
      3. Default/Debt management
      4. Time management/office efficiency
      5. State support training (VR, Vet. Benefits, etc.)
      6. SAP
      7. FERPA
      8. Need a slower fundamental training. Too much to grasp in only a two day period.
      9. Aggressive adult students
      10. Compliance
      11. Consistency issues
      12. Office training (how to train new staff, keeping your staff current, the basics)
      13. Hand packaging
  - d. Night life – Recommended Associate member functions
    - i. BYO Boat and Casino night tied for first
    - ii. Several tied for # 3
      1. Talent/fashion show
      2. Bingo
      3. Movie Night
      4. Auction (Live and silent)
    - iii. Murder Mystery or some other sort of social dinner
    - iv. Casual evening w/o alcohol/game/crafts room
    - v. Dancing w/ live band or DJ
    - vi. Olympic games
    - vii. Scavenger hunt
    - viii. Options at the Lake are too limited. In STL or KC we could eat then do activities on the riverfront, dine in an art gallery or attend a sports event. Cruises on the river are also available w/ dinner and entertainment
    - ix. There is too much entertainment at the lenders expense. A simple event is adequate (Submitted by more than one individual)

- V. Experiences with MASFAP
  - a. Most beneficial
    - i. Networking and talking with fellow MASFAPians far and away was the most listed response by a margin of over 5:1
    - ii. Training sessions and workshops
    - iii. Professional development and newcomer training
    - iv. Regulatory and Washington updates
  - b. Recommended improvements/changes
    - i. 90/10 principle applies to MASFAP (10% of the people to 90% of the work)
    - ii. Repeat sessions more often (listed several times)
    - iii. Involve DOE and MOSTARs in more regulatory/compliance sessions
    - iv. One conference per year
    - v. MASFAP needs to offer all NASFAA decentralized training
    - vi. More graduate school sessions
    - vii. Improved communication through the listserv or the website
    - viii. Get mentors from like schools/institutions
    - ix. Try peer groups by school size
    - x. Move the conference around
    - xi. Make decisions and stick to them. There needs to be consistency from one board to the next.
    - xii. Lenders tend to take over the association
    - xiii. More development for new professionals gave sessions for all areas (FWS, Perkins, etc.)
    - xiv. Shorter Conference Sessions
    - xv. More bird of a feather sessions
  - c. The negative experience
    - i. MASFAA summer institute not geared toward completely new FA people.
    - ii. Under representation from the STL area
    - iii. Overwhelmed and frustrated would be a better term (no explanation)
    - iv. I was not happy w/ the mentor assigned for the reason that they were not from the same type of institution I was from and couldn't help with certain issues.
    - v. Many who are involved do not have the time necessary to do their jobs correctly. We need to get a standard level of commitment.
- VI. Budget Cuts
  - a. Several office have experienced significant budget cuts over the last year due to changes in the economy, state budgets, etc. The following were listed as being the effects of those budget cuts.
    - i. Staff reductions have taken place and in cases where vacancies have occurred the positions are not being filled
    - ii. Adjustments to travel
      - 1. No out of state
      - 2. Less travel budget
      - 3. Instate travel reduced to bare necessity
      - 4. Watching for the most bang for the least buck
    - iii. Reduce Postage
      - 1. Using phones or email as opposed to sending letters
    - iv. Printing and supplies budget reduced
    - v. Wages frozen for 2002 and 2003