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IDENTIFIERS \*National Assn Student Financial Aid Administration

ABSTRACT

The findings of a 1988 survey of minority financial aid administrators are summarized as part of an evaluation of the effectiveness of the National Association of Student Financial Aid Administrators (NASFAA) in addressing the needs of the minority financial aid community. The results are compared to those of a 1982 Task Force study which also evaluated the organization's effectiveness. Findings include the following: NASFAA is meeting the needs of minority financial aid administrators; services offered by NASFAA are widely used by minority aid administrators; the development of leadership skills ranks highest among preferences for NASFAA sponsored training programs; the cost to attend NASFAA meetings and workshops effects the level of participation by minorities; and NASFAA's by-laws should be amended to allow minority representation at all levels. Three appendices are: a copy of the NASFAA Minority Concerns Survey for June 1988; statistical data from the survey; and the survey results. (SM)

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# Survey of Minority Financial Aid Administrators

A Report by the NASFAA  
Minority Concerns Committee  
1988-89

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National Association of Student Financial Aid Administrators

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# N·A·S·F·A·A

August 1989

Dear NASFAA Member:

More than seven years ago, NASFAA appointed a Special Task Force to evaluate its services to minority aid administrators. A significant recommendation from the Task Force urged NASFAA to establish a standing committee to address minority concerns. This led to the appointment of the first Minority Concerns Committee in 1982.

In 1987, the Minority Concerns Committee was asked to review the 1982 Task Force Report to determine if NASFAA had successfully addressed the findings of the study and to see if additional concerns had surfaced since the initial survey. A follow-up survey was done in 1988. The results of the survey were analyzed by the 1988-89 Minority Concerns Committee.

The enclosed report represents responses from over 470 financial aid administrators. The findings of the 1988 survey are similar to those of the 1982 survey. The findings follow:

- ◆ NASFAA is meeting the needs of minority financial aid administrators.
- ◆ Services offered by NASFAA are widely used by minority financial aid administrators.
- ◆ The development of leadership skills ranked highest among preference for NASFAA sponsored training programs.
- ◆ There is concern about the impact of legislative trends on future funding for financial aid programs and access to higher education.
- ◆ The cost to attend NASFAA meetings and workshops affects the level of participation by minorities.
- ◆ NASFAA's by-laws should be amended to encourage more minority participation.

We wish to thank those individuals who responded to the survey and provided the Minority Concerns Committee with their ideas and suggestions. We would also like to extend appreciation to the members of the 1988-89 Minority Concerns Committee for their contributions to this publication. It is our desire that the study findings will enable NASFAA to continue responding to the challenge of new minority-related issues.

Sincerely,



Dallas Martin  
President

**1988-89 NASFAA Minority Concerns Committee**

Georgia M. Daniel, *Chair*  
Lincoln University, PA

Clantha Carrigan McCurdy  
Kansas Board of Regents, KS

Roger Doster  
University of Michigan, MI

Minerva Ozuna  
Pasadena City College, CA

Vernetta Fairley, *Commission Director*  
University of Southern Mississippi, MI

Gary Wimbish  
Oakwood College, AL

Karen Koorse  
Tidewater Community College, VA

Rachel Z. McCrae  
*NASFAA Staff Liaison*

# **SURVEY OF MINORITY FINANCIAL AID ADMINISTRATORS**

**A Report by the  
MINORITY CONCERNS COMMITTEE**

**1988-89**

**National Association of  
Student Financial Aid Administrators**

**July 1989**

## MINORITY CONCERNS SURVEY

This report summarizes the findings of a 1988 survey of minority financial aid administrators. The survey was intended to evaluate the effectiveness of NASFAA in meeting the needs of minority financial aid administrators and involving this population in NASFAA sponsored activities.

This report compares significant results of a 1982 Task Force study which also evaluated the effectiveness of NASFAA in addressing the needs of the minority financial aid community.

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# MINORITY CONCERNS SURVEY

## INTRODUCTION

More than seven years has passed since the National Association of Student Financial Aid Administrator first evaluated its services to minority financial aid administrators. Findings of the 1982 report by a special task force appointed to identify the needs of minority financial aid administrators, and to determine how effectively NASFAA met those needs, showed that minority financial aid administrators expressed their need for support in three areas:

1. Improvement in effective administration of student financial aid through professional development
2. The promotion of regulations that assure efficient delivery of student aid funds to institutions
3. Continued enactment of federal student aid programs which effectively serve students.

The 1982 Task Force Report was based on the results of a 1981 survey of minority financial aid administrators. Special emphasis was placed on the collection of data from minority aid administrators at predominantly black institutions.

This report identified ways in which NASFAA attempted to meet the needs of minority financial aid administrators, such as professional meetings and workshops, NASFAA Newsletters, and other special publications. The Task Force, however, suggested an improvement was needed in NASFAA services in two areas: (1) training techniques in counseling minority students and (2) providing strong leadership survival of predominantly minority institutions to ensure access to postsecondary education for a segment of the minority student population. A significant recommendation from this task force was that NASFAA establish a standing committee to address minority concerns. This recommendation led to the appointment of the first Minority Concerns Committee in 1982.

### Overview:

The 1987-88 Minority Concerns Committee was charged with the responsibility of reviewing the 1982 Task Force report to determine if NASFAA had successfully addressed the findings of this study. A subcommittee appointed to review the report recommended that a followup study be conducted. The committee concluded that it was evident that NASFAA had initiated efforts to resolve the concerns identified in 1982. However, depending

on the experience and background of the financial aid administrator, one could easily agree or disagree that the needs identified in the 1982 report no longer exists.

Two major concerns were perceived as ongoing problems by the Minority Concerns Committee which should be brought to the attention of the national association:

- (1) Job opportunities for minorities in the financial aid profession. The subcommittee felt that minorities are still under represented in upperlevel administrative positions.
- (2) The prevalent absence of membership from predominantly minority institutions.

These concerns led to a recommendation by the subcommittee that a followup study to the task force report should be conducted to determine if additional needs or concerns surfaced among minority financial aid administrators and to determine whether or not the issues identified in the 1982 report remain a concern.

This recommendation resulted in a followup survey of minority financial aid administrators by the 1987-88 committee. The results of the survey was analyzed by the 1988-89 Minority Concerns Committee.

### Project Design and Methodology

A revised version of the 1981 survey was mailed to minority financial aid administrators listed in the 1988 Directory of Minority Financial Aid Administrators. This directory is a NASFAA publication, updated annually, which provides a listing of minorities employed in financial aid offices at member institutions. The directory lists approximately seven hundred fifty minorities in the financial aid community.

The survey was also included in a June 1988 publication of the NASFAA Newsletter. The deadline for responding to the survey was July 15, 1988. Followup surveys were mailed to members in the Minority Directory approximately two-weeks prior to the requested response date. An additional reminder for minority aid administrators to complete the survey also appeared in a late publication of the NASFAA Newsletter.

The survey, (Appendix A), collected demographic information which includes race, gender, age, and regional location. Data relating to the position, years of experience, areas of responsibility, and institution type is also included.

Four hundred and seventy-two (472) completed surveys were used to tabulate the findings for this report. An insignificant number of surveys received by NASFAA were not used due to tardiness or insufficient responses, preventing inclusion in the final analysis.

The completed surveys were scored and keypunched with frequency distributions produced for each question. The analysis provided is taken from a simple summary of the results by question or related subject content.

### Demographics

Table I details the demographic data collected from this survey. Roughly 55% (258) of those completing the survey were women and 45% (211) were men. The average age ranged from 31-40 (221), the next highest age group were those between the age of 41-50 (97).

More blacks responded, 39.4% (186), to this survey than any other group. Chicanos represented 13% (81), followed by Hispanic with 9% (42), Asians 6% (29), and Native Americans 3% (18). Approximately 28% (131) of those responding indicated their race as white. This is perhaps significant since the survey instructions specified that completion should be made by minority staff members only.

Fifty-eight percent, or 273 respondents completing the survey had five or more years of experience in financial aid. (See Table II) Financial aid directors represented 49% (232) of those responding, while 18% (87) were at the associate or assistant director level.

In terms of regional location, the West Association of Student Financial Aid Administrators (WASFAA) had the highest number of minorities responding with 25.6% (126). WASFAA was followed by the Mid-west with 19.5% (92), SASFAA with 17.8% (84), EASFAA - 15.3% (72), SWASFAA - 14.2% (67), and 6.1% (29) from the Rocky Mountain Region. Table III shows the distribution of respondents by region. A frequency distribution by state appears in Table III-A.

### Findings:

#### **I. NASFAA is meeting the needs of minority financial aid administrators.**

Respondents suggest that NASFAA is successfully meeting the needs of minority financial aid administrators. Eighty percent of those surveyed indicated that NASFAA is meeting their needs. Of the 80% responding positively, 25% felt strongly that their needs were being met.

#### **II. Services offered by NASFAA are widely used by minority aid administrators.**

Respondents were asked to identify various services utilized by their institution. Based on the frequency of selection, the NASFAA Newsletter was more widely used. The Newsletter was followed by training workshops, NASFAA Encyclopedia, and the Journal of Student Financial Aid. The National

Conference, Monitor/Monograph, Magazine, and PEN represents the bottom four services in order of selection.

**III. The development of leadership skills ranked highest among preference for NASFAA sponsored training programs.**

Training was categorized into four broad areas: (1) Influencing the legislative process, (2) counseling minority students, (3) developing leadership skills and (4) networking. Of the four areas, the development of leadership skills was identified most often as crucial for NASFAA to address. Counseling minority students was the second highest training preference followed by procedures for influencing the legislative process. Training in the area of Networking ranked fourth. Other training were identified by 10% (149) of the respondents. These needs concentrated on management training programs designed to streamline office procedures and programs to assist the clerical staff.

**IV. The impact of legislative trends with regards to future funding for financial aid programs and minority access to higher education remains a concern for minority financial aid administrators.**

As in 1982, the need for additional training for professional development in areas relating to minority enrollment in higher education remains a concern. In priority order, minority financial aid administrators listed the need for more knowledge in the following areas: (1) Future funding for federal financial aid programs; (2) future access to postsecondary educational institutions by minority students; (3) economic groups that will receive federal dollars; (4) the survival of institutions with predominantly minority enrollments; and (5) institutions which benefit from federal programs. Additional comments in this area related to the impact of recruitment and retention on minority students. Assistance in packaging for minority students and training in areas of minority student recruitment and retention was requested by 18% (87) of the respondents.

**V. The cost to attend NASFAA meetings and workshops effects the level of participation by minorities.**

Adequate funding to attend workshops and conferences continues to be a factor in the level of participation by minority financial aid administrators. Almost half of those surveyed indicated a lack of participation due to the high cost and inadequate institutional support or budget restraints.

Similar to the 1982 report, written comments suggested that funds were provided for state or regional meetings but not for national meetings. Also, an additional set of comments

revealed that only the top administrator is allowed to attend national meetings.

**VI. NASFAA's By-laws should be amended to allow minority representation at all levels.**

Fifty percent (239) of those surveyed recommended revising or amending by-laws to encourage minority representation on the Executive Committee, National Council and other committees or commissions. Only 10% (45) of those responding to the survey suggested that NASFAA should not amend its by-laws to provide for representation of minorities at these levels. Comments by these individuals suggested that minorities should not be granted special consideration and that it does not appear that NASFAA discriminates against minorities as they are currently represented on numerous committees.

**VII. Conclusion and Recommendation:**

Comparatively speaking, the findings of the 1988 survey parallel those of the 1982 study. Minority financial aid administrators were consistent in their responses in indicating that their needs, as identified in the NASFAA survey, are being met.

There appears to be an underlying concern for NASFAA to continue to respond to the challenge of new minority related issues. Overwhelmingly, there was a strong urge for NASFAA to continue its commitment to the minority financial aid community, which includes minority administrators and students.

The mission of the Minority Concerns Committee is that of investigating and researching the identified concerns of minority aid administrators and students for the purpose of recommending action by the NASFAA National Council. The Minority Concerns Committee urges NASFAA to continue its commitment to minority related issues in the following areas:

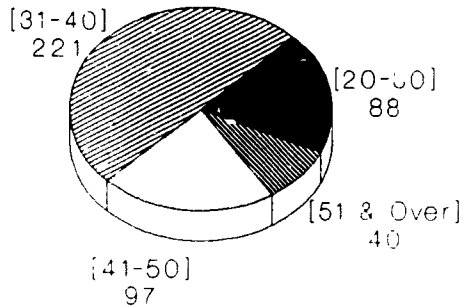
- (1) Continued representation of minorities at all levels of the Executive Council.
- (2) Continue efforts to gain membership of the predominantly black institutions.
- (3) Continue to entertain innovative plans designed to enhance the participation of minority aid administrators at professional meetings and workshops.

These three issues were significant concerns for minorities surveyed in 1981 and in 1988.

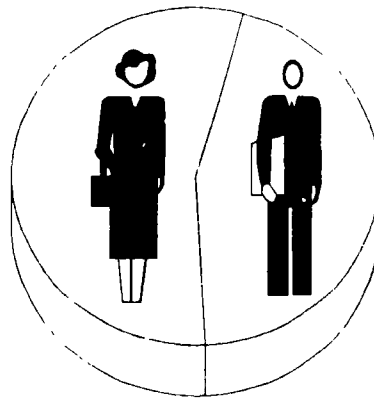
TABLE I

# Demographic Information

## Age

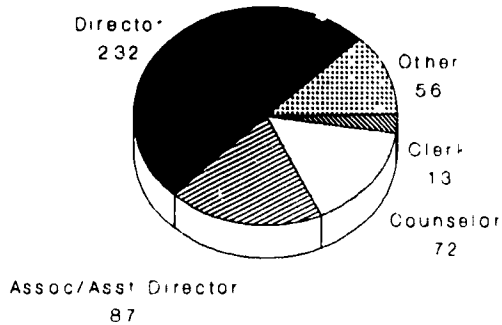


Female  
258

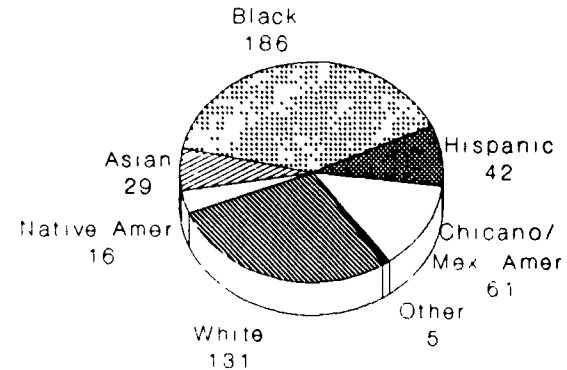


Male  
211

## Position



## Ethnic Background



## Years in Financial Aid

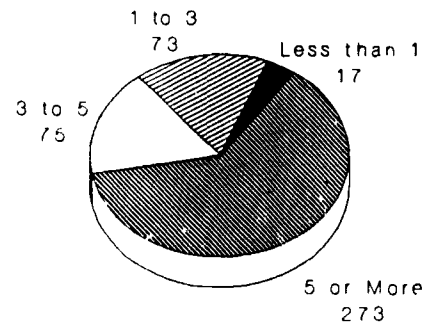


TABLE II

## FINANCIAL AID SURVEY: MINORITY RESPONDENTS

## Question 3 YRS IN FINANCIAL AID SPECIFY

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	5	7	1.5	2.7	2.7
	6	26	5.5	10.0	12.7
	7	18	3.8	6.9	19.7
	8	23	4.9	8.9	28.6
	9	16	3.4	6.2	34.7
	10	24	5.1	9.3	44.0
	11	17	3.6	6.6	50.6
	12	26	5.5	10.0	60.6
	13	12	2.5	4.6	65.3
	14	17	3.6	6.6	71.8
	15	19	4.0	7.3	79.2
	16	14	3.0	5.4	84.6
	17	11	2.3	4.2	88.8
	18	8	1.7	3.1	91.9
	19	3	.6	1.2	93.1
	20	12	2.5	4.6	97.7
	21	2	.4	.8	98.5
	22	1	.2	.4	98.8
	23	2	.4	.8	99.6
	24	1	.2	.4	100.0
		213	45.1	Missing	
Total		472	100.0	100.0	

TABLE II-A

## FINANCIAL AID SURVEY: MINORITY RESPONDENTS

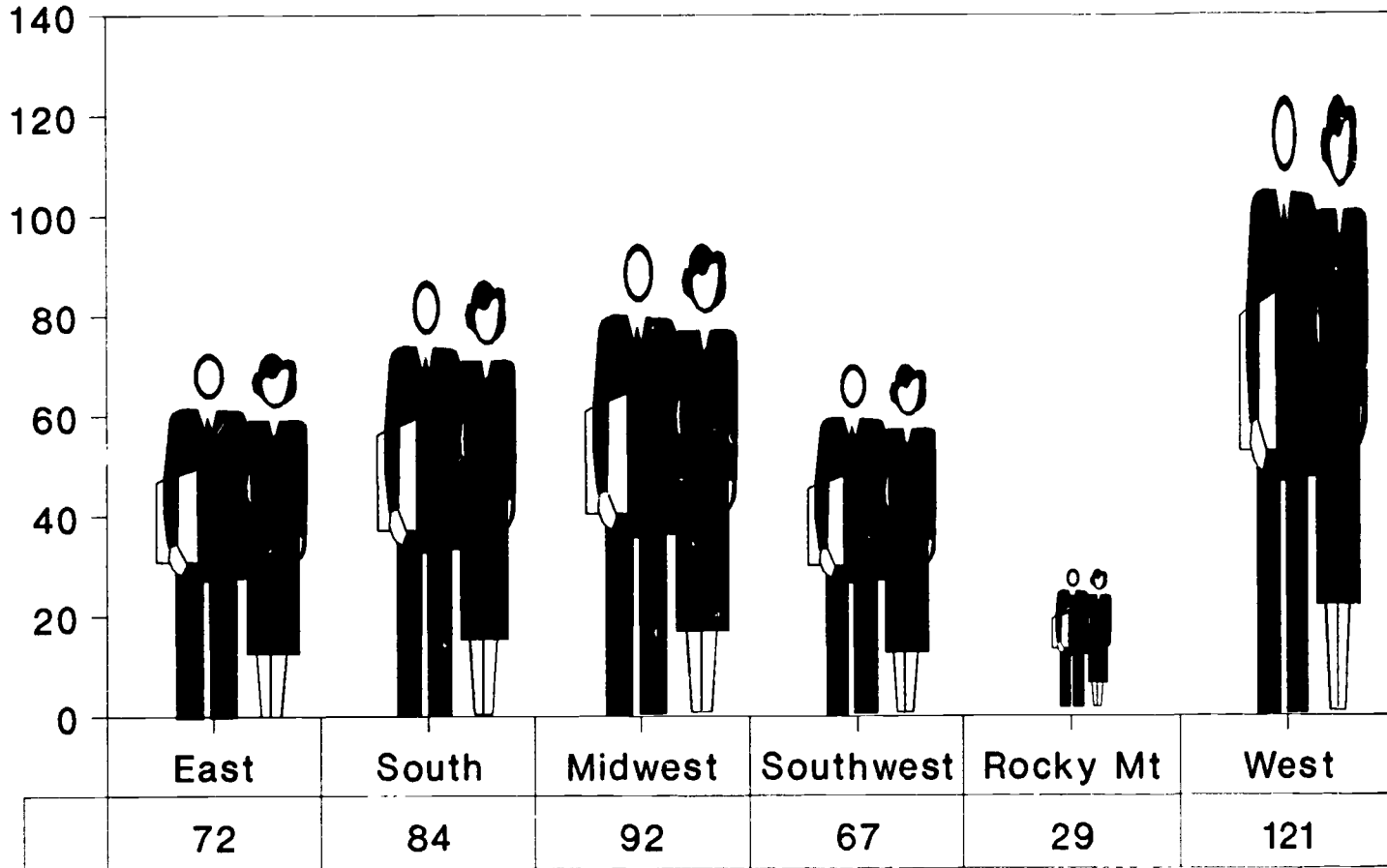
## Question 5 YRS IN POSITION SPECIFY

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	5	6	1.3	5.2	5.2
	6	14	3.0	12.1	17.2
	7	14	3.0	12.1	29.3
	8	17	3.6	14.7	44.0
	9	7	1.5	6.0	50.0
	10	10	2.1	8.6	58.6
	11	3	.6	2.6	61.2
	12	11	2.3	9.5	70.7
	13	5	1.1	4.3	75.0
	14	4	.8	3.4	78.4
	15	8	1.7	6.9	85.3
	16	3	.6	2.6	87.9
	17	2	.4	1.7	89.7
	18	3	.6	2.6	92.2
	19	1	.2	.9	93.1
	20	7	1.5	6.0	99.1
	22	1	.2	.9	100.0
		356	75.4	Missing	
Total		472	100.0	100.0	



TABLE III

# Regional Location



NASFAA Minority Survey - June 1988

TABLE III-A

## FINANCIAL AID SURVEY: MINORITY RESPONDENTS

## Question 10 STATE ABBREVIATIONS

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
		68	14.4	14.4	14.4
	AL	7	1.5	1.5	15.9
	AR	4	.8	.8	16.7
	AZ	1	.2	.2	16.9
	CA	95	20.1	20.1	37.1
	CO	7	1.5	1.5	38.6
	CT	5	1.1	1.1	39.6
	DE	2	.4	.4	40.0
	FL	14	3.0	3.0	43.0
	GA	13	2.8	2.8	45.8
	HI	2	.4	.4	46.2
	IA	9	1.9	1.9	48.1
	ID	3	.6	.6	48.7
	IL	11	2.3	2.3	51.1
	IN	8	1.7	1.7	52.8
	KS	11	2.3	2.3	55.1
	KY	3	.6	.6	55.7
	LA	4	.8	.8	56.6
	MA	8	1.7	1.7	58.3
	MD	10	2.1	2.1	60.4
	ME	1	.2	.2	60.6
	MI	7	1.5	1.5	62.1
	MN	7	1.5	1.5	63.6
	MO	8	1.7	1.7	65.3
	MS	2	.4	.4	65.7
	MT	3	.6	.6	66.3
	NC	18	3.8	3.8	70.1
	ND	2	.4	.4	70.6
	NE	3	.6	.6	71.2
	NH	1	.2	.2	71.4
	NJ	13	2.8	2.8	74.2
	NM	8	1.7	1.7	75.8
	NY	8	1.7	1.7	77.5
	OH	12	2.5	2.5	80.1
	OK	5	1.1	1.1	81.1
	OR	3	.6	.6	81.8
	PA	9	1.9	1.9	83.7
	PR	4	.8	.8	84.5
	SC	2	.4	.4	85.0
	SD	1	.2	.2	85.2
	TN	5	1.1	1.1	86.2
	TX	37	7.8	7.8	94.1
	UT	2	.4	.4	94.5
	VA	3	.6	.6	95.1
	WA	11	2.3	2.3	97.5
	WI	10	2.1	2.1	99.6
	WV	2	.4	.4	100.0

## APPENDIX A

1:



11a. Number of full-time permanent staff members administering financial aid: (Check one)

61 1 or less                      51 11 to 15  
187 2 to 5                        76 16 or more  
84 6 to 10

11b. Number of permanent part-time staff members administering financial aid: (Check one)

240 1 - 5                         35 5 or more

**ANSWER 12 - 16 FOR FALL 1987.**

12. Institutional enrollment - Headcount (Check one)

48 less than 500                142 1,001 - 5,000  
50 501 - 1,000                85 5,001 to 10,000  
120 Greater than 10,000

\_\_\_\_\_ specify

13. Number of aid applications processed (applicant pool): (Check one)

72 less than 500                172 1,001 - 5,000  
80 501 - 1,000                69 5,001 - 10,000  
56 Greater than 10,000

\_\_\_\_\_ specify

14. Approximate percentage of aid applicants who are minorities: (Check one)

137 less than 10%                106 21% - 50%  
108 10% to 20%                90 51% - 100%

15. Number of students receiving financial aid: (Check one)

16 less than 100                144 501 - 1,500  
82 101 - 500                    121 1,501 - 5,000  
85 Greater than 5 000

\_\_\_\_\_ specify

16. Percentage of aid recipients who are minorities: (Check one)

149 less than 10%                113 21% - 50%  
87 10% - 20%                95 51% - 100%

**SURVEY**

17. In your professional opinion, the purposes of the National Association of Student Financial Aid Administrators (NASFAA) should be: (Check all that apply)

401 to ensure that federal programs enacted are those which effectively serve the truly needy student.

419 to promote effective administration of student financial aid through professional development.

245 to solicit membership and participation from all sectors of the aid administration community.

394 to promote regulations that will assure efficient delivery of student aid funds to institutions.

46 Other (Please specify) \_\_\_\_\_

18. I use the following NASFAA services: (Check all that apply)

- |   |                              |
|---|------------------------------|
| <u>174</u> National Conference                                      | <u>123</u> Magazine          |
| <u>425</u> Newsletter   | <u>278</u> Encyclopedia      |
| <u>274</u> The Journal of Student Financial Aid                     | <u>57</u> PEN                |
| <u>306</u> Training workshops with<br>NASFAA trainers and materials | <u>162</u> Monitor/Monograph |
| <u>171</u> Hotline  | Other _____<br>specify _____ |
| <u>304</u> Membership Directory                                     |                              |

19. I have NOT participated in NASFAA activities because: (Check all that apply)

- 72 My state or local association has fulfilled most of my needs as an aid administrator
- 36 My regional association has fulfilled most of my needs as an aid administrator.
- 152 The cost of attending meetings and workshops is prohibitive.
- 54 The National Conference is held during my peak processing season.
- 81 My institution does not support my attendance at NASFAA conference/workshops.
- 69 Other (Please specify) \_\_\_\_\_

20. My institution has NOT joined NASFAA because: (Check all that apply)

- 7 Membership fees are excessive/prohibitive.
- 1 NASFAA does not address my needs or the needs of my institution.
- 3 My institution is not aware of the services of NASFAA.
- 139 Not applicable because I am a NASFAA member.

21. NASFAA should sponsor training projects that address the following: (Check all that apply)

- 221 The aid administrators influence on the legislative process.
- 228 Counseling minority students
- 238 Developing leadership skills
- 219 Networking
- 49 Other (Please specify) \_\_\_\_\_

22. I need to know more about the current legislative and regulatory trends in student financial assistance as they impact on: (Check all that apply)

- 291 Future access to postsecondary educational institutions by minority students.
- 167 The survival of institutions with predominantly minority enrollments.
- 224 Economic groups that will receive federal dollars.
- 340 Future funding for federal financial aid programs.
- 160 Institutions which benefit from federal programs.
- 18 Other (Please specify) \_\_\_\_\_

23. NASFAA should amend its by-laws to provide for the direct representation of minorities at the following levels: (Check all that apply)

239 Executive Committee

240 National Council

234 Committees/Commissions

45 Other (Please specify) \_\_\_\_\_

24. I am willing to serve on a NASFAA committee or commission. (Check one)

253 Yes      152 No

25. I would use a NASFAA minority membership directory. (Check one)

332 Yes      88 No

26. I would like to be listed in a NASFAA minority membership directory. (Check one)

315 Yes    If yes, please complete and return the attached data sheet.

82 No    If no, why would you not like to be listed? \_\_\_\_\_

**CHECK ONE IN QUESTIONS 28 - 32**

27. NASFAA helps me to understand and implement complicated federal regulations.

216 Strongly Agree   205 Agree   6 Disagree   4 Strongly Disagree   23 No Opinion

28. NASFAA has an influence on federal and regulatory changes.

176 Strongly Agree   222 Agree   13 Disagree   3 Strongly Disagree   38 No Opinion

29. NASFAA has effectively served my needs as a financial aid administrator.

120 Strongly Agree   262 Agree   16 Disagree   4 Strongly Disagree   49 No Opinion

30. The economic survival of my institution depends greatly on students who receive financial assistance.

174 Strongly Agree   153 Agree   78 Disagree   20 Strongly Disagree   30 No Opinion

31. Students who attend my institution would not be accepted at or choose to matriculate at another type institution.

31 Strongly Agree   68 Agree   161 Disagree   144 Strongly Disagree   43 No Opinion

**ADDITIONAL COMMENTS:**

NASFAA is interested in learning more about your feelings about the association's activities. Please feel free to express your thoughts relative to NASFAA, its committees, its activities, etc. (Attach another sheet if necessary).

**NOTE:**

Please return by July 15, 1988.

TO: NASFAA  
1920 L Street, N.W.  
Suite 200  
Washington, D.C. '0036  
Phone: (202) 785-0453

**National Association of Student Financial Aid Administrators  
Minority Concerns Survey  
June 1988**

**DEMOGRAPHIC INFORMATION**

1. Sex: 185 Female 151 Male Age: 60 20-30 63 41-50  
177 31-40 24 51 or above
2. Ethnic Background: 186 Black 16 Native American     White 5 Other  
29 Asian 61 Chicano or Mexican American 42 Hispanic
3. Number of Years in Financial Aid: 15 Less than 1 44 1 to 3  
48 3 to 5 205 5 or More,  
Please Specify \_\_\_\_\_
4. Present Position: 125 Director 79 Associate or Assistant Director 65 Counselor  
12 Clerk 48 Other, Please Specify \_\_\_\_\_
5. Number of Years in Present Position: 51 Less than 1 108 1 to 3  
72 3 to 5 86 5 or More,  
Please Specify \_\_\_\_\_
6. Areas of Responsibility (Check all that apply)
- |  |                                 |
|--|---------------------------------|
| <u>176</u> Completing federal and state applications (FISAP, etc.) |                                 |
| <u>163</u> Institutional policy-making                             | <u>233</u> Program Coordination |
| <u>234</u> Departmental decision-making                            | <u>250</u> Needs Analysis       |
| <u>271</u> Counseling  | <u>261</u> Packaging            |
| <u>230</u> Public Relations  | <u>99</u> General clerical      |
| <u>68</u> Other - Please specify _____                             |                                 |
- 
7. Is your institution currently a member of the National Association of Student Financial Aid Administrators (NASFAA)?  
329 Yes 8 No If no, please explain. \_\_\_\_\_
- 
8. If yes, how many years? (Check one) 18 1 to 3 14 3 to 5  
222 5 or more 30 Charter member
9. Type of Institution: (Check all that apply)
- |                                  |                                   |                             |                                |
|----------------------------------|-----------------------------------|-----------------------------|--------------------------------|
| <u>220</u> Public                | <u>65</u> Private                 | <u>11</u> Proprietary       | <u>18</u> Vocational/Technical |
| <u>67</u> 2 year degree granting | <u>168</u> 4 year degree granting | <u>63</u> Community College |                                |
| <u>91</u> Graduate/Professional  | <u>9</u> Other _____              |                             |                                |
- specify \_\_\_\_\_
10. Regional Location: (Check one)
- |                                    |                               |
|------------------------------------|-------------------------------|
| <u>55</u> East (EASFAA)            | <u>58</u> South (SASFAA)      |
| <u>48</u> Midwest (MASFAA)         | <u>55</u> Southwest (SWASFAA) |
| <u>14</u> Rocky Mountain (RMASFAA) | <u>104</u> West (WASFAA)      |
- State \_\_\_\_\_



11a. Number of full-time permanent staff members administering financial aid: (Check one)

- 23 1 or less                      44 11 to 15  
116 2 to 5                         68 16 or more  
76 6 to 10

11b. Number of permanent part-time staff members administering financial aid: (Check one)

- 170 1 - 5                         33 5 or more

**ANSWER 12 - 16 FOR FALL 1987.**

12. Institutional enrollment - Headcount (Check one)

- 20 less than 500                 90 1,001 - 5,000  
21 501 - 1,000                 74 5,001 to 10,000  
109 Greater than 10,000 \_\_\_\_\_

specify

13. Number of aid applications processed (applicant pool): (Check one)

- 30 less than 500                 135 1,001 - 5,000  
42 501 - 1,000                 64 5,001 - 10,000  
50 Greater than 10,000 \_\_\_\_\_

specify

14. Approximate percentage of aid applicants who are minorities: (Check one)

- 69 less than 10%                 83 21% - 50%  
83 10% to 20%                 77 51% - 100%

15. Number of students receiving financial aid: (Check one)

- 7 less than 100                 86 501 - 1,500  
40 101 - 500                 106 1,501 - 5,000  
78 Greater than 5,000 \_\_\_\_\_

specify

16. Percentage of aid recipients who are minorities: (Check one)

- 81 less than 10%                 90 21% - 50%  
67 10% - 20%                 77 51% - 100%

**SURVEY**

17. In your professional opinion, the purposes of the National Association of Student Financial Aid Administrators (NASFAA) should be: (Check all that apply)

- 286 to ensure that federal programs enacted are those which effectively serve the truly needy student.  
298 to promote effective administration of student financial aid through professional development.  
176 to solicit membership and participation from all sectors of the aid administration community.  
286 to promote regulations that will assure efficient delivery of student aid funds to institutions.  
32 Other (Please specify) \_\_\_\_\_

18. I use the following NASFAA services: (Check all that apply)

- |  |                              |
|--|------------------------------|
| <u>135</u> National Conference                                   | <u>84</u> Magazine           |
| <u>293</u> Newsletter  | <u>193</u> Encyclopedia      |
| <u>191</u> The Journal of Student Financial Aid                  | <u>47</u> PEN                |
| <u>206</u> Training workshops with NASFAA trainers and materials | <u>99</u> Monitor/Monograph  |
| <u>119</u> Hotline   | <u>5</u> Other _____ specify |
| <u>214</u> Membership Directory                                  |                              |

19. I have NOT participated in NASFAA activities because: (Check all that apply)

- 35 My state or local association has fulfilled most of my needs as an aid administrator
- 19 My regional association has fulfilled most of my needs as an aid administrator.
- 102 The cost of attending meetings and workshops is prohibitive.
- 34 The National Conference is held during my peak processing season.
- 60 My institution does not support my attendance at NASFAA conference/workshops.
- 58 Other (Please specify) \_\_\_\_\_

20. My institution has NOT joined NASFAA because: (Check all that apply)

- 5 Membership fees are excessive/prohibitive.
- 1 NASFAA does not address my needs or the needs of my institution.
- 3 My institution is not aware of the services of NASFAA.
- 102 Not applicable because I am a NASFAA member.

21. NASFAA should sponsor training projects that address the following: (Check all that apply)

- 172 The aid administrators influence on the legislative process.
- 192 Counseling minority students
- 190 Developing leadership skills
- 167 Networking
- 34 Other (Please specify) \_\_\_\_\_

22. I need to know more about the current legislative and regulatory trends in student financial assistance as they impact on: (Check all that apply)

- 242 Future access to postsecondary educational institutions by minority students.
- 148 The survival of institutions with predominantly minority enrollments.
- 167 Economic groups that will receive federal dollars.
- 246 Future funding for federal financial aid programs.
- 112 Institutions which benefit from federal programs.
- 14 Other (Please specify) \_\_\_\_\_

23. NASFAA should amend its by-laws to provide for the direct representation of minorities at the following levels: (Check all that apply)

208 Executive Committee

202 National Council

191 Committees/Commissions

33 Other (Please specify) \_\_\_\_\_

24. I am willing to serve on a NASFAA committee or commission. (Check one)

213 Yes 82 No

25. I would use a NASFAA minority membership directory. (Check one)

295 Yes 21 No

26. I would like to be listed in a NASFAA minority membership directory. (Check one)

299 Yes If yes, please complete and return the attached data sheet.

14 No If no, why would you not like to be listed? \_\_\_\_\_

**CHECK ONE IN QUESTIONS 28 - 32**

27. NASFAA helps me to understand and implement complicated federal regulation

147 Strongly Agree 148 Agree 5 Disagree 4 Strongly Disagree 18 No Opinion

28. NASFAA has an influence on federal and regulatory changes.

119 Strongly Agree 156 Agree 10 Disagree 1 Strongly Disagree 35 No Opinion

29. NASFAA has effectively served my needs as a financial aid administrator.

80 Strongly Agree 184 Agree 12 Disagree 3 Strongly Disagree 41 No Opinion

30. The economic survival of my institution depends greatly on students who receive financial assistance.

110 Strongly Agree 103 Agree 65 Disagree 17 Strongly Disagree 27 No Opinion

31. Students who attend my institution would not be accepted at or choose to matriculate at another type institution.

18 Strongly Agree 42 Agree 117 Disagree 106 Strongly Disagree 34 No Opinion

**ADDITIONAL COMMENTS:**

NASFAA is interested in learning more about your feelings about the association's activities. Please feel free to express your thoughts relative to NASFAA, its committees, its activities, etc. (Attach another sheet if necessary).

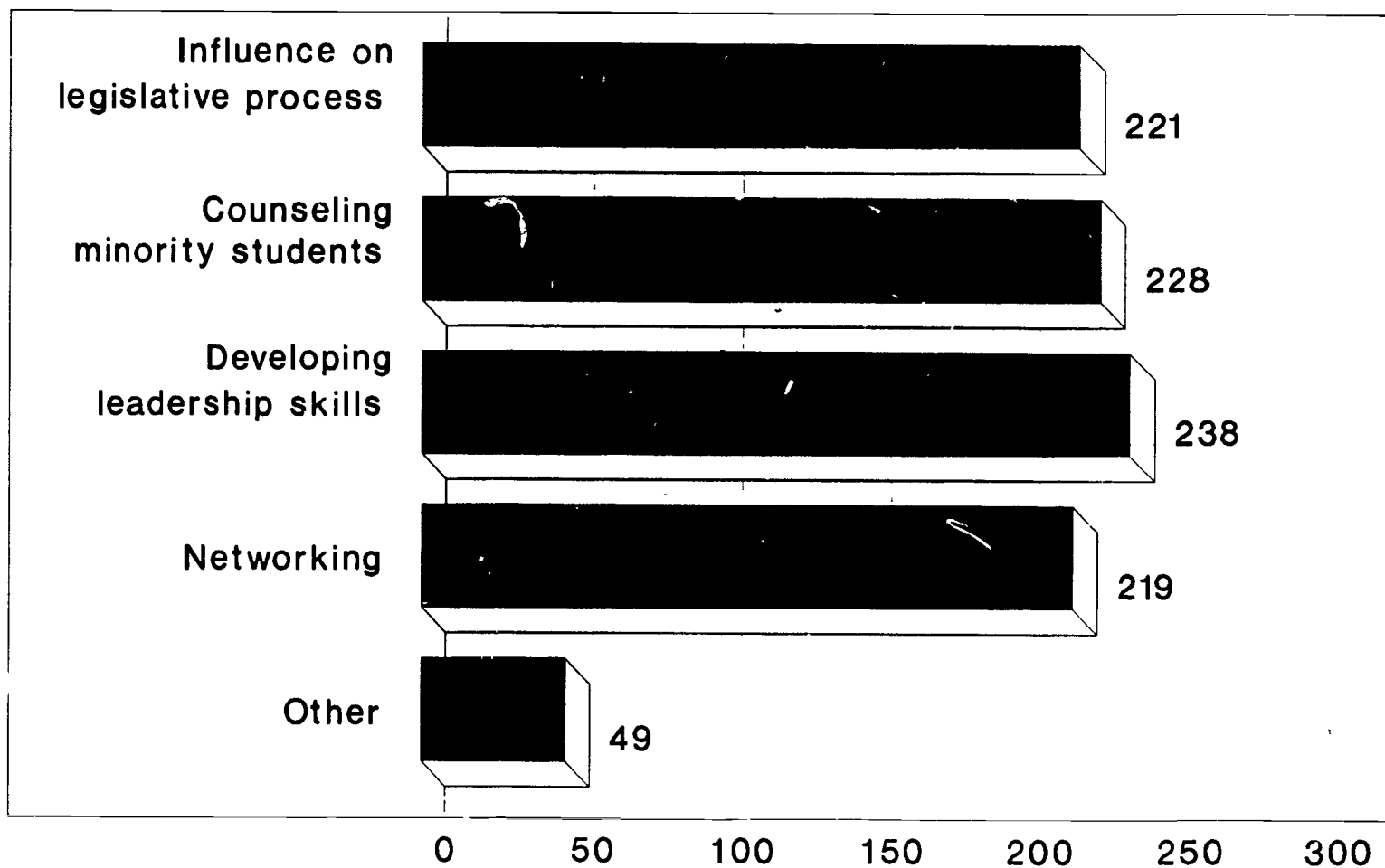
**NOTE:**

Please return by July 15, 1988.

TO: NASFAA  
1920 L Street, N.W.  
Suite 200  
Washington, D.C. 20036  
Phone: (202) 785-0453

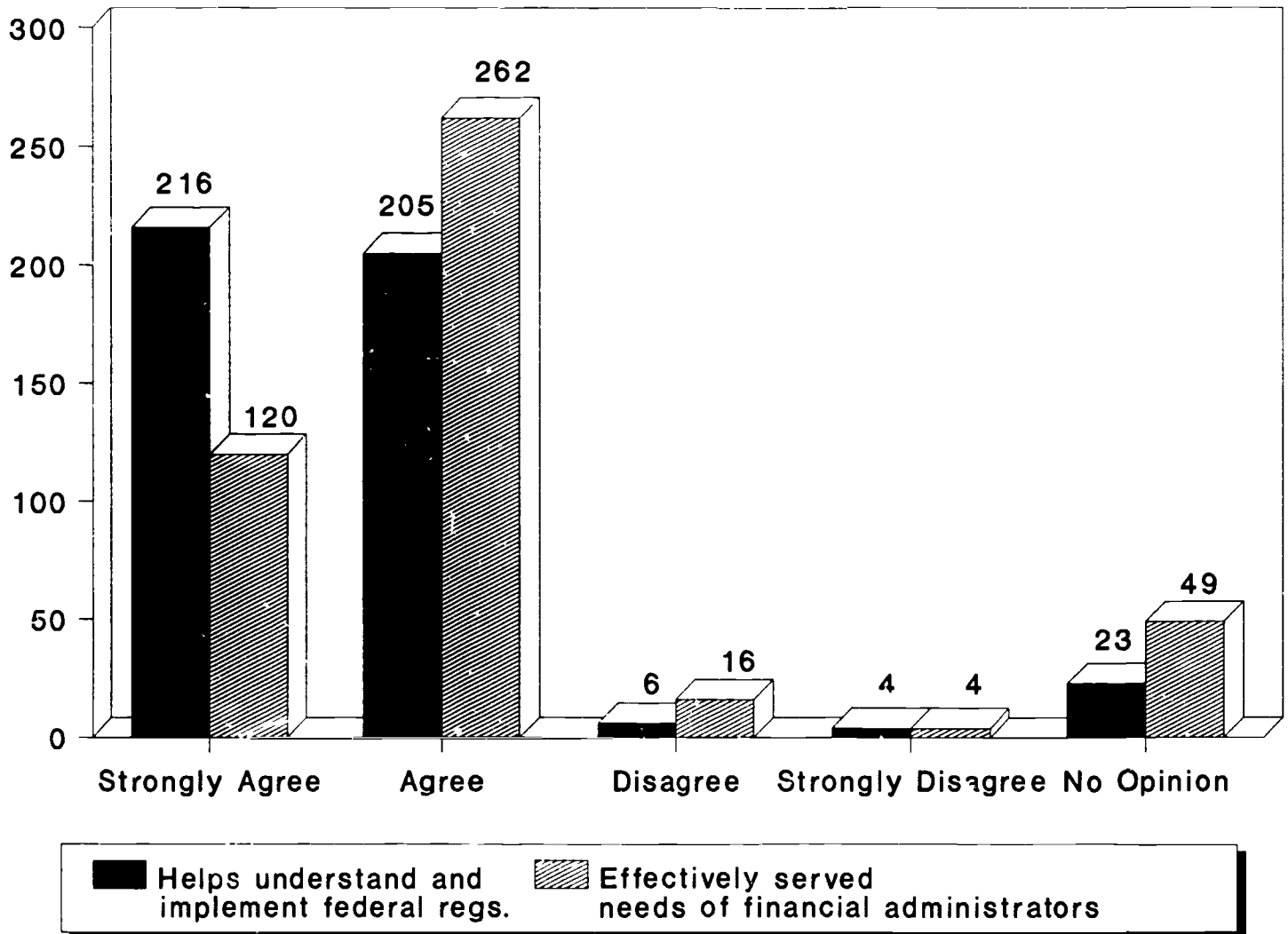
## APPENDIX B

# Preference of NASFAA Sponsored Training Projects



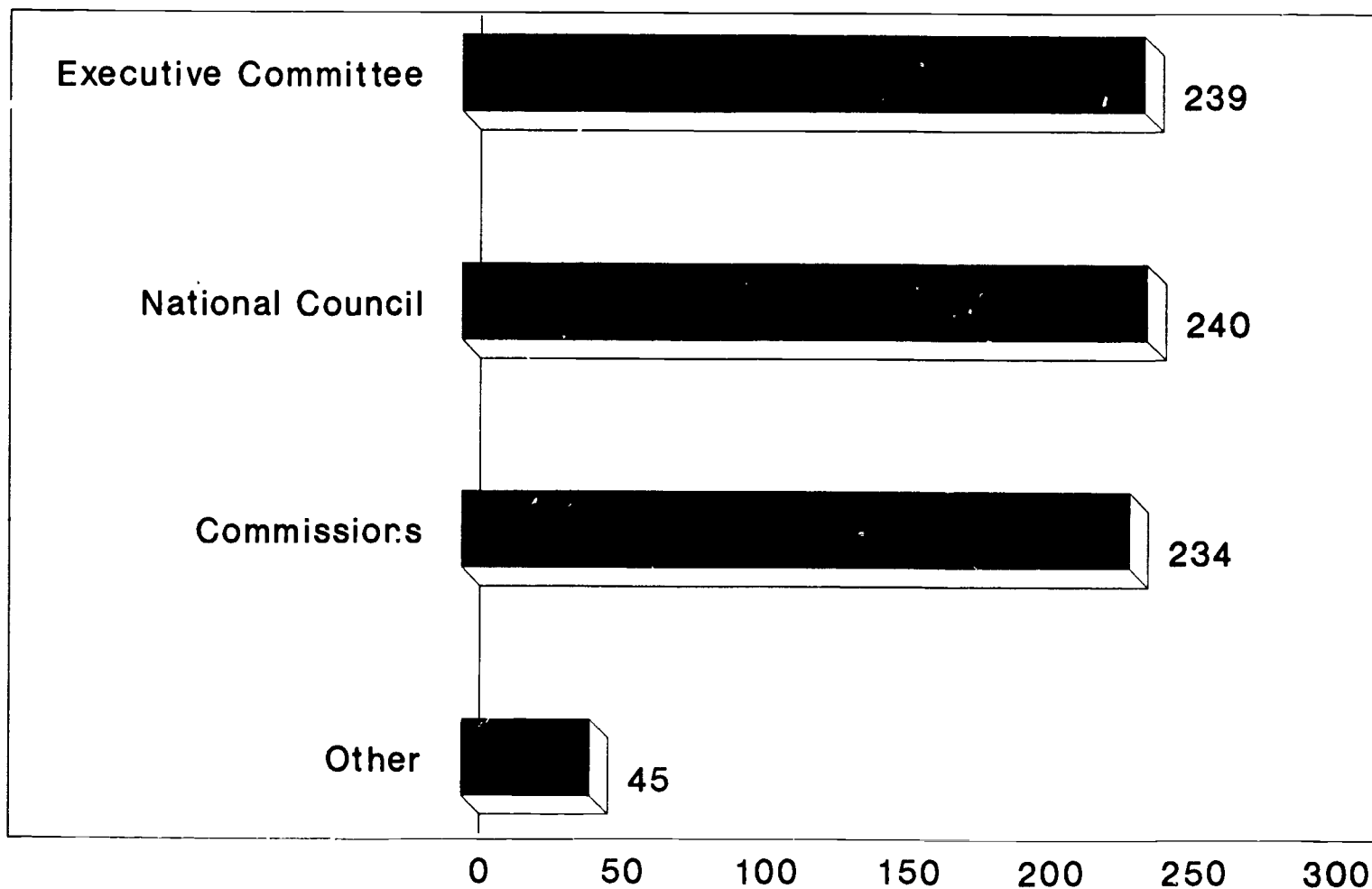
NASFAA Minority Survey - June 1988

# NASFAA Effectiveness



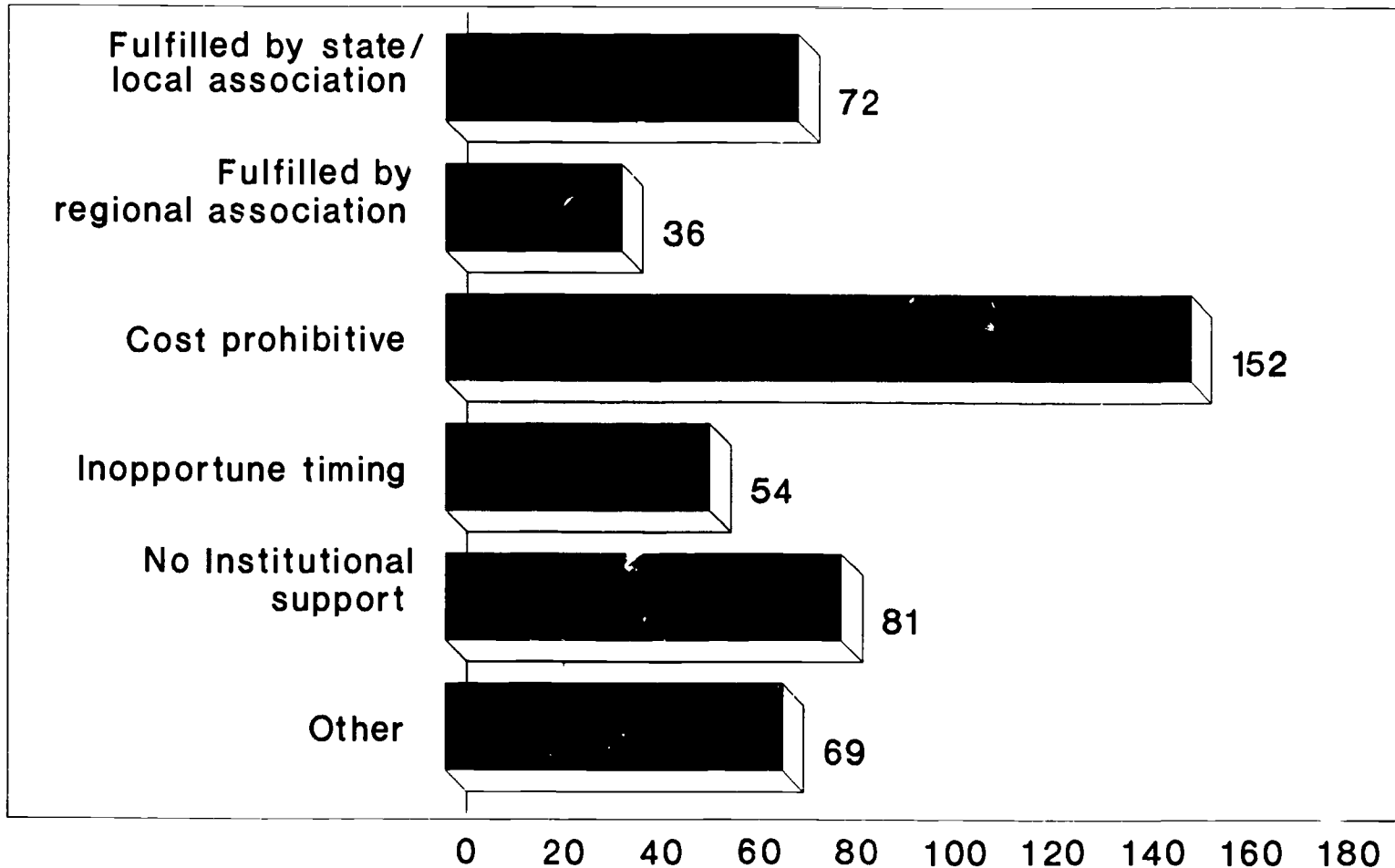
NASFAA Minority Survey - June 1988

NASFAA should amend by-laws to provide  
for direct representation of minorities  
at the following levels:



NASFAA Minority Survey - June 1988

# Reasons for NOT participating in NASFAA

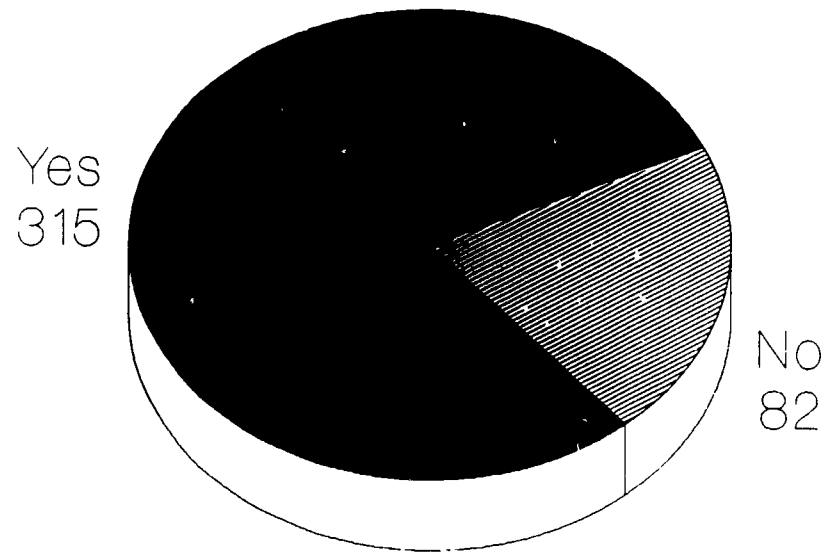


NASFAA Minority Survey - June 1988

32



# Wish to be listed in NASFAA minority membership directory



NASFAA Minority Survey - June 1988

## APPENDIX C

NASFAA MINORITY CONCERNS SURVEY RESULTS  
1988

# 4 - Present Position - Other

Administrator  
Documentation + Training Officer  
Financial Aid Officer  
Associate Dean Of Admissions  
Program Assistant I  
Perkins Loan Coordinator  
Supervisor  
Secretary  
FA  
Assistant  
Office Automation  
Records Supervisor  
Administrative Assistant  
Financial Aid Officer  
Financial Aid Officer  
Senior Secretary  
Duties as assigned  
Data Controller  
Student Aid Assistant  
VP Student Affairs  
Lead Advisor  
Adm. Assist.  
Financial Administrator  
Clerk Typist  
Financial Aid Officer  
College Work-study coordinator  
Secretary to Director  
Coordinator  
Advisor  
FA Assistant  
Sr. Counselor  
Accountant/Counselor  
Specialist  
Supervisor  
Specialist  
Assistant Dir. of Admission  
Secretary  
Technical;FAO  
Office Specialist  
Specialist  
Campus Manager  
Assistant to Dir.  
System Analyst  
counseling survey

Non-minority

Coordinator

Technical Support Coordinator  
Coordinator  
Coordinator  
Accountant  
Coordinator  
FA Program specialist  
Officer  
FA Officer  
Officer  
Asst. Dir. of Admissions

#### # 6 - Other Areas of Responsibility

loan Billing, agency account receivables  
EOPS  
Loan Counseling  
satisfactory progress  
involvement in state FA org.  
Verification of applications  
total coordination for all programs  
you name it  
all the above  
Everything which relates to financial Aid some I oversee only  
Student activities  
Responsible for four student workers  
Veteran Counseling  
Director of Student Affairs  
Lobbying with State Legislature for state funded/sponsored  
student aid  
College Work study and GSL  
Student account collections and management  
Office coordinator  
Duties as assigned by director  
enrollment planning  
ccmputer management  
Coordinate branch office with main campus office  
Debt management + alumni concerns  
Hispanic Community Contest, Resource  
Over File room  
Loan Administrator of Longterm and short term loans  
Supervision of 19 staff  
Office procedures, forms etc.+ staff  
Students see me to discuss FA problems if I can't resolve I set  
an appointment with Director  
GSL  
VA Coordinator  
Satisfactory Progress  
Record Supervisor  
Budget/resource allocation  
Reporting etc. Everything involved in the execution of FA  
program  
Coordinator of substance abuse program of student drug  
awareness organization, admin. of Veterans Program

#### Veterans Program

All of the above plus determine the eligibility of students for participation in the state funded program for disadvantage students

#### Scholarship program

Liaison educational equity relations w/school, housing, fee deferral

#### Computer systems coordination

Other Committees: Athletic; Financial Aid; Admissions; Registration & Retention; Orientation; Student Advisory; Student information System; Computer Design instruction on Student Aid to Staff, Faculty, Students & Community Organization

#### Veteran affairs and Student Employment

#### Financial Aid System

Veteran Benefits, ordering books for institute

#### Computer operations & Systems Management

Processor of Stafford, SLS & PLUS loans

Only as they relate to CWS Program which I manage

#### Computer Data work

State and Federal policy-making, segmental advocacy

#### Recruiting

Supervise Support Staff

Campus employment for students

Oversee school cash flow; training of FA representative

Campus employment for students

#### Total Administration

#### Systems

I work with minority students & students with disabilities

general supervision and FA delivery system process

Responsible for university administrative requirements for annual endowed scholarship. Responsible for the production of university scholarship brochure

minority affairs

scholarship administration

#### Non-minority

Responsible for 4 fulltime staff members & 4 student workers

#### Student activity

#### Pell program

Assist administration, college fairs

Accts. Rec., Fed and Institutional Loan Collections, student employment and financial aid are combined in one office (Student Financial Services)

Scholarship program supervision, institutional committees, resolving inter dept. problems i.e. Business, D.P., counseling Update and maintain FA guide procedure manual & scholarship brochure, collect and verify data for nat'l quality control project

Training FA personnel; assist in administering aid when needed

Admission-recruiting, scholarship

College marketing; recruiting; registering students for enrollment, admissions counseling, administer all aspects of

scholarships and title IV academic advisor for special credit students  
Overall direction of these functions  
Veteran affairs  
Collections  
Funds management, letter or credit draw, annual audit  
Perkins loan collection-maintain bank accounts for federal funds  
Staff supervision  
Division policy setting, FA and student services  
Scholarship awards  
Administer campus day-care  
supervising work-study  
Veterans administration benefits  
Administrative reports  
Scholarship fund raising  
Director of Student Services

# 7 - Why your institution is not a member of NASFAA

Director is member-counselors do not attend conference  
Corporate level financial aid administrator is a member & reports information to each school  
Unaware of NASFAA Services  
Stopped 3 years ago  
We have requested a membership application but never received one

Non-minority

We are a community college under a state university. We use their membership  
Lack of budget

# 9 - Other type of Institution

State agency-higher Ed  
University granting graduate and undergraduate degrees  
State Chancellors office  
3-year nursing program  
B/A school-Jr. College for Amer. Indians  
Medical  
State related  
Gov't. operated Jr. College for Amer. Indian Students

Non-minority

Nursing (Private)  
Guarantee Agency

# 17 - What should be the other purposes of NASFAA

Represent the FA Profession

To maintain congressional liaisons which enable the FA community to anticipate legislation

Simplify delivery systems to simplify the process

Truth, Justice & the American way!

Assist all types of FA Officers. NASFAA is geared to undergrad students & does nil to assist or address grad. concerns relating to legislative changes. NASFAA is missing a.....

To provide the opportunity to for all FA Administrators to be kept abreast of current innovative changes in FA application, concepts, variables regarding federal regulations

All the above

Assist FAO/FAA in obtaining sufficient resources to operate efficiently

Provide FA w/appropriate channels to feed info to congress and federal government

To insure the professional standards and integrity of Financial Aid Administrators

To share info and to provide each other with mental support

Lobbying bodies for FAO's at the Congress & Dept. of Ed.

To provide timely information on technical matters and program administration

I am pleased to participate in this survey as it is a very comprehensive one and sorely needed. Minorities need more visibility, nationally & regionally. Minorities need more counseling and information re: financial aid available and how/when to apply. They are not getting this on the secondary level as much as it is needed.

Congressional involvement on the institutional level

To inform membership of possible changes affecting aid recipients

To promote development of minority professions in FA

To serve as an independent source of expensive financing higher education

To provide timely information on technical matters and program administration

To insure that all institutions remain in compliance to the rules and regulations on the delivery of student aid funds

I have not really been involved long enough to answer this question. If NASFAA is capable of performing the above, then yes, the above should be its purpose

Non-minority

To foster realism in regulations and programs

To try and keep the workload down for aid officers by opposing regulations that increase such..?

Increase communication & in service training to "isolated" officers all over the country

To promote regulations, delivery to the student

Represent aid community needs & concerns to Feds

Get information to FAA as quickly as possible

Up to date communication. Alert to potential problem laws. Regs. etc.-take lead in representing concerns of needy students

To act as a lobby to represent the concerns of the small but overworked office that cannot engage in the small extensive letter writing campaigns that are needed

To ensure that FA functions to make all kinds of post secondary education accessible to all of the citizenry

#19 - Other reasons I have not participated in NASFAA activities

No one in clerks positions goes unless they work on the Committees.

Unaware of NASFAA services

Because of the cost

Getting to expensive to attend

More than 6 people in office are never asked to participate.

My past experience at other institutions was that only the director or assoc. director attend NASFAA meeting. I was able to attend regional & state meetings.

Financially

The minorities role is very small-white admin. runs this organization

I am a member

Minorities participation is quite limited within the "behind the scenes" arena. Unless you get a personal nod from an influential insider, participation within its committees, as a presenter, etc. is almost nil.

My budget is restrictive to attend national conferences

Our district sends a specialist

My office participates, different members of my office participate at different functions

Only directors of Financial Aid are allowed to attend

Prohibitive is a bad choice of words-I do not attend because of the expense.

Job responsibilities in other areas many times clash with conference

Not convenient

I have professional workshops that conflict & cost of attend. is too high. PASFAA fills immed. needs

Our director attends on behalf of office.

Do not have adequate travel funds

Only staff of managers attend

Only certain members go to conference

I am represented by administrators at the executive level.

Only the boss and his select few (white) staff go to NASFAA.

Not member but would like to be.

The director is the only one who gets to attend

The nature of duties prohibits extensive absences from the campus

University Budget

Clerical therefore does not apply to me

Have not had an opportunity to participate yet. Still trying to



learn FA

Travel costs are very limited, usually allowing only one or two (usually management) to attend such conferences. I would be interested in learning of any professional development grants, etc. that exist that would allow me to apply & possibly open avenues for such participation.

I am only a secretary

Limited travel budget

The cost of attending meetings is reserved for the Dir. & Associate Dir. of Financial Aid at present

The director attends

Institution can't support too many to attend conferences

The director always attends

Does not have the funds

My budget is restrictive to attend national conference

Have not participated in as many NASFAA activities because of the cost

Only director goes to the conferences

I feel the workshops are too expensive to take staff members

NASFAA has not held workshops for support staff since my tenure

My office limits the number of people that may attend the yearly conference

I have not been involved long enough to attend

My director doesn't support my attendance

NASFAA usually attended by Dir.

Have not had the opportunity

The director is the only one who attends NASFAA conferences

I am fairly new and have not been aware of or able to participate in activities

Non-minority

The school owner and director often attend the national meetings, I go to state and regional meetings

Departmental budget cuts and implements of CM during first year as dir. has made participation in workshops impractical

It is sometimes getting the \$\$ to go to the national conference and learning the time

I have to go to administrative seminars

I have just obtained my position-I will be attending WASFAA training in July

Distance and cost

Job responsibilities in other area many times clash with conference dates

Budget reasons

Workshops usually too far and at busy times

#21 - Other Training projects and concerns NASFAA should address

Rationing & targeting aid to the most needy

Clerical staff

Management, Data Process.

Also address the needs of clerical staff and supervisor  
Program training on specific aid programs (regulations)  
How can we service federal requirements. How can we make our  
lives easier?

New process, ideas, proceeding programs etc. developed recently  
implemented by other FAO Officers

Institutional Policies & Procedures for CM

Sessions which help the aid officer deal with upper level  
administration to convince the institution of the needs and  
importance of participation in the state, regional, and  
national organization

Office management for new or inexperienced Fin. Aid Directors

Alternative sources of Financing College

Development of early intervention

The nuts & Bolts of the legislative process

Graduate credits for nine workshop or short summer schools

Have no idea

Detailed accounts of how to use the Federal Regulations

Nuts & Bolts of the aid adm.

Targeting funds to the most needy

Nuts & Bolts refresher on specifics such as: Record retention/  
disposition need analysis adjustments (Prof. Judge) by the case  
study approach to smaller, similar experience groups

Director of FA Office with large staff need to have management  
workshop

How to effectively establish deadlines and how to adhere to the  
established dates

New processes, ideas, procedures, programs, etc. developed  
recently implemented by other financial aid officers or schools  
Financial Aid clarification, lobbying PJ vs CM

Why should minority students be treated any different than  
other students

Office management for new and inexperienced Financial Aid  
Directors

Address financial Alternatives for minority students,  
particularly native americans

Office automation/procedural streamlining

Non-minority

Requisition & procedure

Institutional policies & procedures for CM

Alternative sources of financing college

Clock hr. institution awarding etc.

To be familiar with all rules and regulations regarding title  
IV money

Being more effective in telling our story to own institutional  
leaders

Implementing new regulations

Congressional methodology

Update on changes in federal regulations and change in needs  
analysis

Continual clarification of Regs. with examples

Records & forms sharing

Professional development-and as now, training on changing reg.  
Supplement current regulation  
Work in conjunction with regional training sessions  
Stress management, office organization

# 22 - I need to know more about current legislative and regulatory trends as they impact on

Future access of minority students enrolled in proprietary schools to federal dollars.  
What other schools are doing in the area of recruitment & packaging for minority students  
Professional student aid  
FA as it affects public 2 yr schools.  
Public 2 yr colleges are disadvantaged where campus financial funds are concerned, how can we do something about it  
Additional requirements, impact on workshops etc.  
Process simplification /real simplification  
All are applicable but far too broad, this info is more important if viewed from the local level  
My primary concern  
Retention/graduation levels for continued funding  
I find that when congress meets that we get the money they are thinking about & then what the Pres. wants for the senate & then the left over for Ed. Frankly I find it hard to relate to those figures in an overall sense. I guess I need to know what we are getting this year & that the figure represents a decrease or increase  
Admissions and its impact on minority students  
The way majority and graduate student are handled in financial aid  
On a more timely basis

Non-minority

Alternatives to increasing debt loads for minority populations which may have interrupted academic careers-interruption can often mean default for students  
Loan indebtedness of students  
How to change some aspects of CM example: students contributions-social security etc.  
Re-evaluation of levels of funding of SEOG, a new look at the history of the allocation formula.  
Need insights into voting records, personal views on education, memberships on key committees and other important biographical info on legislators

#23 - NASFAA should amend its by-laws to provide representation of minorities at these other levels

Unnecessary to let professionalism work its way for such concerns

Special commission on how to simplify the delivery system  
I have only served in financial aid for 6 mos.

clerical

minority group to meet as members of NASFAA like admissions  
groups i.e. Hampton Minority Admissions Conference

We don't know who is where & what they do

Do not know enough about NASFAA's by-laws to comment

ALL!

Clerical

Propose the concept ten years ago-very little progress has been  
taken

Sub Committees needed for minorities

Perhaps it is naive, but I would think aid administrators would  
readily elect minority committee/council chairs based on  
qualifications

Non-minority

I don't believe the by-laws need to be amended

I would oppose more than one National Council position for this  
purpose and would begrudge that one

I was unaware that minorities were being discriminated against.

Not aware of any need for specific minority  
representation. Equality is supposed to be what were about

None-there should be no special group representative

No special change in by-laws is needed

I don't think it needs to be a by-law, many are participating  
in the association

No-none-ability for position not color; NASFAA has good  
representation

Should have minority representation at all levels

Unfamiliar with present by-laws

I don't think it requires an amendment to our by-laws just  
encourage them to run for office

Power leveling is appropriate where opportunities are denied

#### #26 - Why I do not want to be listed in a NASFAA minority membership directory

I want to be known for my work not my race. I'm concerned about  
minority students attending college who need aid, as far as aid  
administrator, I have gained much of my knowledge from  
non/minority colleagues.

I'm burned out! I need to get out of FA

Can't see any purpose in being in it or any use of the  
directory.

I am moving to China for a year. However I would like to still  
have my name listed for newsletters and job announcements in  
the future

At the present time I don't have enough experience in financial  
aid

Not necessary-can be changed used negatively

I need to know the purpose the resource bank data will be used.

I do not want to be singled out as a minority I am a aid officer

#### Non-minority

Don't believe we need 2 separate directories

Regular directory is just fine

I am not a minority

I do not feel minority issues have any place in FA or in our professional association

I'm not sure there should be a separate membership directory I see no need for one

I'm not a minority person

I used the NASFAA directory to contact various schools and personnel not based on minority

Our school is small and in a limited geographical area

I'm not aquatinted with minorities in FA

There are no minorities in this office

I am not a minority

Not a minority

I think we should all be equal

Not a minority member

I do not want to be known as a minority just as a FAO

Doesn't the directory list everyone? Why minority

We have no minorities on staff in the FA office

I don't think that the membership directory should split up the minority, I think it sounds like segregation

We have no minorities in this office

I didn't know grey hair was in the minority

Not a minority

I am not a minority and I am listed in the MASFAA directory

I am female but not a member of the minority

I am not a minority

I am not a minority

I am not a minority administrator

I am not a minority

#### Additional Comments

It is not enjoyable attending these meetings. We are only few. So black w/black & white w/white there is no attempt for the groups to get together so, why attend wait for the newsletter.

NASFAA is getting too expensive, prohibiting 2nd & 3rd line aid type people to attend & espec. minorities.

All financial aid staff members be allowed to participate & attend meeting and/or training workshops.

Activities all seem very beneficial; however at my institution usually only management is encouraged or funded to attend.

I am of the opinion that NASFAA commitment to minority participation is very superficial especially at NASFAA headquarters. Increased participation by minorities cannot increase without the personal urging of NASFAA administration.

These activities include trainers, presenters/moderators at conferences, committee members, etc. Often times, I feel that any minority related activity is set up for failure from the inception.

Improve minority representation in need at the executive levels of this association.

My staff would love to be involved more.

#23 addendum We need to work our way through existing means, not have "special" positions & appointments. This only sets us up for criticism down the road.

Everything NASFAA does (ACT, CSS) seems to be overly complicated & at the point of crisis. Can we plan better?

Surveys should be mailed directly to those on list. Minority resource bank. I never saw the original survey because the newsletter is routed to about 15 people on staff. Heard bad reports of this year's nat'l. conference. NASFAA too big to be effective.

I know blacks are involved w/NASFAA but I've never attended the NASFAA conference.

I am interested in becoming involved in NASFAA but our institution can't afford to cover costs for both state meetings and the nat'l meeting. I strongly believe that minority fin. aid counselors & administrators must have an opportunity for getting involved at your level rather than relying on second and third hand interpretations of activities, because I've not had a chance to

NASFAA must do everything in its power to bring about simplification of the delivery system. The sys. doesn't meet the needs of those whom it is intended for

I need to learn more about NASFAA before I can answer the questions.

My feelings about the association's activities are very positive I usually attend one seminar a year and I try hard not to miss the national conference. NASFAA keep up the good work

NASFAA has not effectively looked out of its "closed group" for leadership potential nor has it involved a variety of institutions in its decision making process; particularly historically black institutions and other institutions with a large ethnic populations.

On the regional level minority concerns are handled fairly well.

however, I strongly feel NASFAA doesn't address issues specifically concerning minority concerns.

I am interested in knowing what it is about. However, I have never attended one (NASFAA)

My knowledge is limited regarding NASFAA. I haven't had the opportunity to familiarize myself.

I don't understand why?...the gist of the comment is (H.M.) that she doesn't see any point in the program and feels money is being wasted on it, and she doesn't believe completing the form will be helpful.

Need info. how to apply for membership. My name is on a mailing list, possibly thru Kansas Assoc. of which I'm a member. Please



send applic. for membership. We would like to order the encyclopedia & newsletters & other materials

To focus more on influencing legislation and regulation which will simplify aid administration particularly at institutions with transient population-especially public institutions-issues like Fin. Aid transfer processing copy w/students w/o's enrollment level and status frequently changes.

NASFAA is doing an excellent job. I would not work at a school that did not belong to NASFAA the material/information I receive from NASFAA vital to my successfully carrying out my day-to-day tasks.

I have not been active nor have I been able to attend a number of training workshopssors. I do like the up to date information we receive from the organization.

During National and Regional conference, more sessions should be conducted regarding minority concerns and issues with regard to financial aid administration

The questions asked in this survey are geared more towards an administrator than the general financial aid staff or clerical sector. The questions or concerns have no bearing on minority issues instead they address the effectiveness of your organizations on its ability to provide information. Thus most of you questions were not applicable to me.

Major dis-incentive for committee involvement is time commitment or demands at work.

From the meeting/workshops I have attended under NASFAA, I was very pleased with the organization of workshops, handouts were good and the staff members seem to know their job.

I would love to serve on a committee or even attend the FASFAA conference, but the cost is to great. I do not have enough money in my budget to attend. Even the registration fee is tough to make it affordable.

NASFAA has become more aware of issues that pertain to the training needs of minority aid administration and the needs of minority students. It is my hope that we expand and continue our efforts in these areas.

I wish counselors were viewed as valuable human resources worthy or investments such as NASFAA conference attendance

Publicize what the financial commitments are by both the sponsoring institutions & FAA accepts responsibility to serve on committees, commissions, national council, executive committee

I feel that my NASFAA membership should provide free training sessions during the year. Use donor \$ to help. We are being priced out of the organization.

What is a true minority

Each time I have attended NASFAA conference or training session it has helped me discharge my duties as a financial aid adminis-

trator more effectively,. The encyclopedia is a constant source of reference in our office.

Although I am interested in committee activities my present position will not afford me the opportunity to actively participate especially during critical periods; such as

registration. Perhaps subcommittees pertaining to particular issues can be addressed on individual campuses.

NASFAA is rapidly pricing itself out-of-the economic reach of many small and mid-size schools. The fee for the encyclopedia is getting too high and so is the membership fee. My school has just about reached the cost limit with NASFAA.

I first want to say its informative

All of NASFAA's services are being priced out of the ability of many institutions reach. Services need to remain affordable

Keep up the good work - keep conference cost to a minimum

I would like to see published bylaws of the minority concerns committee.

I have volunteered several years to serve on committees of the association-yet each request has been politely turned down. I am interested in becoming involved in the association

Need more committee and council emphasis on functional strategies to serve low income needy students.

Since my only knowledge of NASFAA comes from reading the newsletter

I feel NASFAA has helped me, professionally tremendously. The Nat. Amer. Group is branching out on their own as to established community college. I would like to see a nationwide directory of FA opportunities for Native Americans. Doing a great job

As a new administrator I am not aware of NASFAA & it's functions and found this survey difficult to answer

#### Non-minority

Many aid officers oppose affirmative action and want no special consideration for minority students. NASFAA should publish position papers indicating a range of "acceptable" positions from absolute even-handedness to strong starting of grant aid to minority students

I question the need for NASFAA to involve itself with any group or classification of potential student other than those who need financial assistance regardless of ethnic or racial background. A needy student is needy that is based on lack of financial strength, not which country their ancestors come from We are a small rural community college It is hard for me to attend your meeting I feel that being a part of your association helps me keep on top of the news part of your association regulations that we are being bombarded with so often

The strength of the association is in the blend of color. We need to remove the color and concentrate on the job? NASFAA doesn't need another directory, If you want to create a new service-create a scholarship directory

NASFAA does an excellent job of monitoring the legislative process and providing information an training activities and materials

I would be interested in the percent of turnover in FA directors across the nation.

As a past elected officer of KASFAA, I valve active



participation in meetings of meaningful committee work

I appreciate all the work NASFAA is doing for FA. We find your newsletters and other services very helpful

I receive knowledge from NASFAA newsletter the language is clear and concise

I feel NASFAA is moving away from inexpensive training to an organization designed to perpetuate itself. Dues are too high. Focus has seemed to change from FA to itself

Our institution enjoys & benefits from its NASFAA membership, but a focus on minority concerns does not appear to be necessary at this time.

There has to be more outreach to all sectors of the community. More detailed and timely information is needed on federal legislative proposals so that input can be provided by the full membership, not just the National Council.