



NATIONAL ASSOCIATION OF STATE STUDENT GRANT AND AID PROGRAMS
Executive Committee Meeting – Monthly Conference Call
November 13, 2018 – 11 a.m. PST/2 p.m. EST
Conference Call: (888) 278-0296; Access Code: 4093491

Participating:

- *Elizabeth McDuffie, NC – President
- *Rachelle Sharpe, WA – Past President
- *Jennifer Rogers, MS – President Elect
- *Irala Magee, OK – Treasurer
- *Leroy Wade, MO – Treasurer Elect
- *Jennifer Lanphear, ME – Secretary
- *Todd Brown, IA – NASSGAP Website
- Katie Harrison, SC – Membership
- *Donna Thomas, MD – Ed Technical Forms
- *Erin Klarer, KY – Member-At-Large
- *Deena Lager, AZ – Member-At-Large
- *Elizabeth McCloud, PA – Federal Relations
- *Frank Ballmann, NY – Director/Federal Relations

**indicates member in attendance*

- 1) **Call to Order at 2:04 p.m. EST**
- 2) **Roll Call** – quorum is present
- 3) **Officer Reports**
 - a) President – Elizabeth McDuffie, NC
 - i) Welcome to our new members.
 - ii) NASSGAP 2016-2017 Annual Survey was issued a week ago Monday. Thank-you Mike Solomon. Inside Higher Education covered it and spoke with our representative Frank who did a great job. Hard copies mailed to membership. Elizabeth asked if any other media outlets had covered the Survey. Frank indicated sometimes 2 or 3 will pick it up, but no other coverage we're aware of. Bryce McKibben retweeted the story.
 - iii) Sarah Pingel who was unable to present at the NASSGAP Conference due to a medical issue offered to present "State Legislation" via Webinar to the membership. What are the ECs thoughts? Erin is interested. Jennifer R likes the idea of offering extras to the membership. Elizabeth will reach out to Sarah to schedule the webinar.
 - iv) Elizabeth could not find the User Guide on website. Rachelle will send the most recent version. Clantha is supposed to send edits to Rachelle. Rachelle will follow-up with Todd about posting most recent version.
 - b) Past-President – Rachelle Sharpe, WA
 - i) Participated in CO call that will be discussed under New Business.
 - c) President Elect –Jennifer Rogers, MS.

- i) Nothing new to report
- d) Treasurer – Irala Magee, OK
 - i) NJ paid their membership fees. The majority of the conference bills are paid. Budget is in google docs for EC to review.
 - ii) IRS notice: Late last week bill received from the IRS for \$738.33 marked as “reminder of overdue taxes for June 30, 2016”. This is the first document about this Irala has ever received. Last year NASSGAP received a bill from the IRS for a missing form in the 2017 tax form. A tax preparer helped us resolve the issue. Irala received notice from the IRS the bill was cancelled and no funds were due. Irala has a conference call scheduled with the tax preparer to call the IRS tomorrow afternoon to understand how to resolve the issue. Research lead Irala to believe there is no penalty for a non-profit to file late. 2018 taxes were filed August 2018. Taxes need to be filed between July 1 and November 1, 2018. Does EC need to approve the bill? User Guide states Treasurer is authorized to pay bills and taxes. Recommendation from the group is to spend minimal research time. Irala will obtain Elizabeth’s approval and pay the bill.
- e) Secretary – Jennifer Lanphear, ME
 - i) Review and Approval Minutes from October 16, 2018 with Frank’s edits.
 - (1) Historical reference section in User Guide will be discussed further at the next meeting
 - (2) Discuss at a later date whether or not proposed associate members need a member as a sponsor
 - ii) Motion to approval Jennifer Rogers; Second Erin Klarer
 - iii) Minutes approved unanimously.

4) Committee Reports

- a) Membership – Katie Harrison, SC
 - i) Emailed update that Arizona has paid membership dues
- b) Ed Technical – Donna Thomas, MD
 - i) 11/15 has meeting with FSA Advisory Group. Feedback mobile FAFSA and updated online FAFSA and all the changes. Please get the information to Donna right away.
 - (1) Frank asked if they have FAFSA filing data to share and Pell tables. Donna will ask if data can be made available.
 - (2) Donna says ED representative Amber Johnson at the FA conference Pell tables available by the FSA conference but no later than end of 2018. Elizabeth McCloud stated Craig Munier said they received same message at PASSFAA confirmed. FSA told NASFAA the same thing.
 - (3) Quarterly Data is typically posted after the close of the following quarter. Donna will ask if data can be made available sooner.
 - (4) Frank suggested FSA share the data directly with NASSGAP if they are not ready to make the data public. Donna will bring that up to the FSA Advisory Group.
 - (5) Is there any API feedback?
 - (a) Elizabeth McCloud, PA: continuing to see a reversal of last year’s stats in terms of the # of state grant applications being completed via API versus the student going directly to their website.
 - (b) Jennifer Rogers, MS: seeing similar trends. Part of the problem is they continuing to experience issues when students get their confirmation page of the FAFSA. If their computer settings do not allowing pop-ups, the student is prevented from accessing API. The confirmation page doesn’t populate. Student either gets an error message or is sent back to the beginning of the FAFSA. The link to the state’s application is embedded in the confirmation page. If the student doesn’t get the

confirmation page, they aren't getting the link to the state's application. Also, parents with multiple children can't link to complete the FAFSA for the next child. Mobile FAFSA app works but it is painful. Donna will share at the FSA Advisory Group.

- (c) Elizabeth McCloud, PA: continuing to see the same things Jennifer describes but not with consistency. Not knowing what was going to happen at FAFSA completion events is frustrating. Families are randomly being kicked out of the FAFSA at various points in the process. FAFSA completion helpers are finding that when a family is kicked out of the FAFSA at these events they are not able to log back into their own FAFSA on the same computer. They must switch to a different computer in order to log back into their FAFSA. Access partners try to help families by clearing history, unblocking pop ups, changing browsers, and they sometimes still have to switch to a different computer entirely. Some families have to switch computers 4 or 5 times to get through the process. Dissuading some families. They give up and leave the event. Donna will share this information with the FSA Advisory Group.
 - (d) Jennifer Lanphear, ME: The FAFSA website redesign is causing a little confusion for some families. If the student has completed their portion of the FAFSA and then the parent's login using the "I'm the parent" option, there are fewer issues because parents are taken directly to the parent section (or wherever the student left off). If the student has not completed any of their section, when parents login using the "I'm the parent" option, they are not noticing that they are brought to the student section. Some parents are entering their own information twice: once in the student section and once in the parent section. We noticed a slight increase in higher EFCs and helped a handful of families correct their FAFSAs. We feel families were more aware of which section they were working on when there was a difference in color between student sections and parent sections.
 - (e) Jennifer Rogers, MS: thank-you Donna for working hard to clarify Mississippi's dates after the FAFSA went live.
- c) Members at Large/Conference –Erin Klarer, KY & Deena Lager, AZ
- i) Elizabeth thanks Erin, KY and Jennifer, ME for their work on 2018 conference.
 - ii) Erin has received contract for DC hotel.
 - iii) Erin asked if the EC thinks it's too late to send out the survey. Jennifer L states in the past we've sent out the poll in early November and feels we are okay to send as long as the evaluation goes out before the end of the month. Todd shared we had hoped to use the Poll functionality but the ability to ask multiple questions has not yet been added. It would be ideal to go a different route this year and will continue to explore survey functionality for next year. Erin requested copy of last year's questions and she believes they have a survey monkey account. She can create a survey and send it out that way if the EC wants her to. Jennifer L will send last year's questions to Erin. Erin will add a question with 2 or 3 options with one write in. Jennifer R will send Erin a short list of locations that were considered based on the following criteria:
 - (1) Consider a state that has state financial aid but has been less involved in NASSGAP because conference is a great way to the host state involved. States that haven't been involved include Georgia, Louisiana, Ohio.
 - (2) Fairly affordable and nice places to travel to in October
 - (3) Knocked out states that would be difficult to travel to like Alaska and Hawaii

- (4) Remember to consider hotel chains other than Embassy Suites that may also provide free breakfast. We don't have a contract with the Embassy Suite chain because of the free breakfast and free happy hour.
- (5) Remain cognizant of the fact that some states have travel bans to other states.
- (6) We discussed going to Nashville.

d) **Federal Relations** – Elizabeth McCloud, PA and Frank Ballmann, NY

- i) Welcome Elizabeth McCloud to the committee.
- ii) Election
- iii) Lee Andes, VA from SCHEV has just appointed a student loan ombudsman. Tomorrow he and Frank are meeting with SLSA, NASFAA, Federal Ombudsman's Office, and staff for Bobby Scott, new chair of House Education Committee. Washington just hired a Student Loan Advocate and would be interested in receipt of the notes resulting from the meetings. Maine is interested in exploring the possibility of a Student Loan Advocate. Frank will send summary of the meetings to the EC.

5) **Old Business**

- a) Friends of NASSGAP – will pend to a future EC meeting

6) **New Business**

- a) Elizabeth McDuffie, NC: FAFSA Completion Project (attachment) Rachelle and Elizabeth had a phone call with Colorado CDHE representative who is working on the FAFSA Completion Project. The handout was put together to help Rachelle & Elizabeth understand the vast amounts of information provided and to help us understand what exactly are they looking for. Kresge Foundation is ready to stop funding this and wants to know that it is sustainable for Colorado or somebody else to carry it forward. Colorado is now seeking someone to take it over. Outstanding question: what is the project's time commitment? They are wondering if any state would be interested in taking this over. NASSGAP doesn't have staff so this isn't something we can do but maybe a member state would be interested. Perhaps each participating state could be charged a nominal fee to cover the costs. SHEEO referred CO to NASSGAP. This project does closely align with our mission but does sound like more than we have resources to handle. They have not communicated with the Peer Learning Group that Kresge's funding is ending. CO seems to be looking for an entity to take over the project versus an individual state. We wonder if they've contacted NCAN. Perhaps they have not because they cannot receive ISIRs. We feel NASSGAP cannot be that entity.
- b) Next meeting: December 11, 2 pm EST

7) **Jennifer L made motion to adjourn; second Jennifer R. Adjourn at 3:16 p.m. EST**