



2018 MASFAP Membership Survey

Electronic Payment Processing Fee

Opened: May 31st, 2018, 3:23pm

Closed: June 15th, 2018, 11:59pm

Collection Method: SurveyMonkey.com

Created at the request of the 2018 Executive Board Committee

MASFAP does not currently accept electronic payment for membership dues, conference registration, etc., however the Executive Board is considering electronic payment options and values your input. Payments via payment card (i.e., debit, credit or company p-card) may incur a small processing fee, initially levied against the organization receiving payment (MASFAP). The receiving party may forward this small cost to the payer.

Created by the 2018 Research Committee

Stephen Garman (chair) - Missouri State University

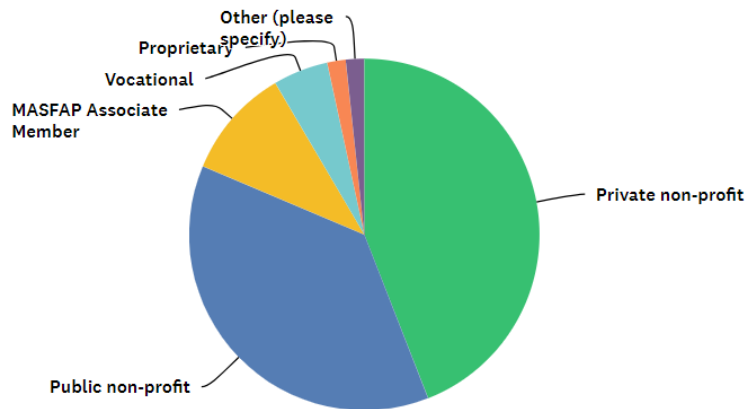
Nejad Curic - Lindenwood University

Leroy Wade - Deputy Commissioner, Missouri Department of Higher Education

Question 1

Institution type (select one)

Answered: 59 Skipped: 0

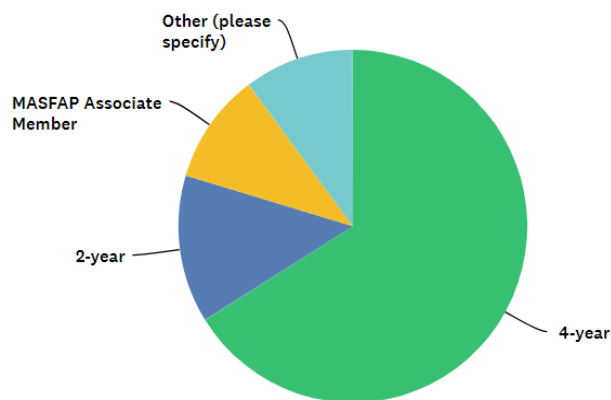


ANSWER CHOICES	RESPONSES	
▼ Private non-profit	44.07%	26
▼ Public non-profit	37.29%	22
▼ MASFAP Associate Member	10.17%	6
▼ Vocational	5.08%	3
▼ Proprietary	1.69%	1
▼ Other (please specify)	Responses 1.69%	1
TOTAL		59

Question 2

Institution type (select one)

Answered: 59 Skipped: 0

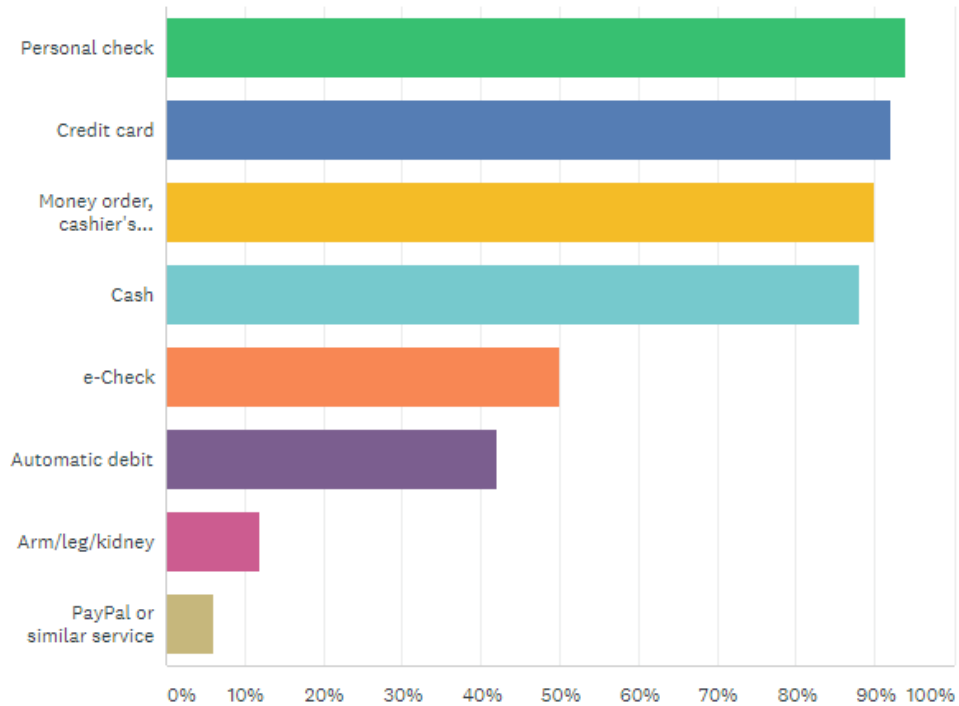


ANSWER CHOICES	RESPONSES	
▼ 4-year	66.10%	39
▼ 2-year	13.56%	8
▼ MASFAP Associate Member	10.17%	6
▼ Other (please specify)	Responses 10.17%	6
TOTAL		59

Question 3

Does your institution's Bursar's office accept the following payment methods on student accounts? (select all that apply)

Answered: 50 Skipped: 9

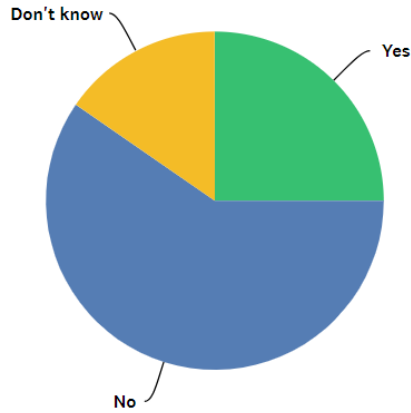


ANSWER CHOICES	RESPONSES
▼ Personal check	94.00% 47
▼ Credit card	92.00% 46
▼ Money order, cashier's check, traveler's check	90.00% 45
▼ Cash	88.00% 44
▼ e-Check	50.00% 25
▼ Automatic debit	42.00% 21
▼ Arm/leg/kidney	12.00% 6
▼ PayPal or similar service	6.00% 3
Total Respondents: 50	

Question 4

Does your office have authority to use, or have access to, an account/routing number needed to make an e-check payment?

Answered: 52 Skipped: 7

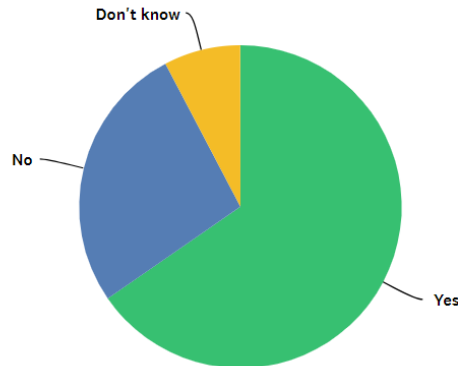


ANSWER CHOICES	RESPONSES	
▼ Yes	25.00%	13
▼ No	59.62%	31
▼ Don't know	15.38%	8
TOTAL		52

Question 5

Does your office currently have access to a payment card for making electronic payments?

Answered: 52 Skipped: 7

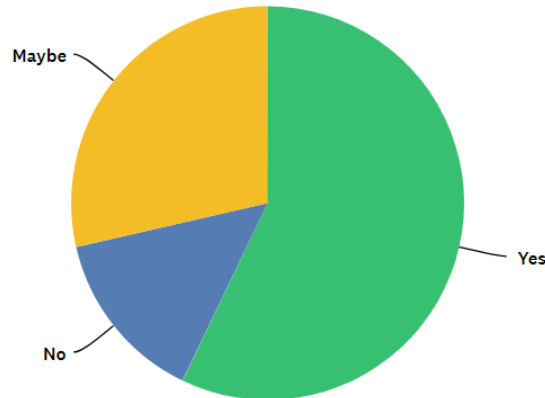


ANSWER CHOICES	RESPONSES	
▼ Yes	65.38%	34
▼ No	26.92%	14
▼ Don't know	7.69%	4
TOTAL		52

Question 6

If the option were available, would your institution utilize an electronic payment method over sending a paper check via the mail?

Answered: 49 Skipped: 10

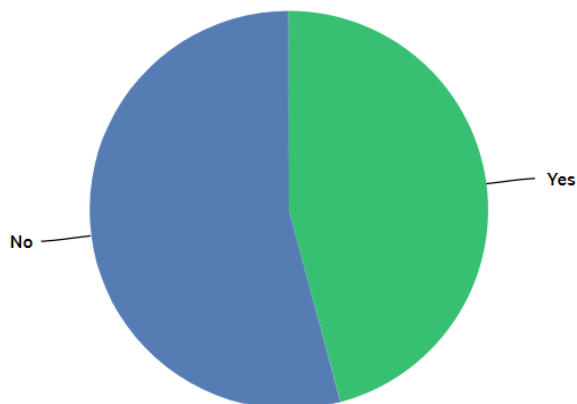


ANSWER CHOICES	RESPONSES	
Yes	57.14%	28
No	14.29%	7
Maybe	28.57%	14
TOTAL		49

Question 7

Many payment processors and card servicers assess a fee, typically a percentage of the transaction plus a flat fee (up to \$0.50), for making a payment using their service. Would your institution be willing to pay this nominal fee for paying membership dues/conference registration using an electronic payment or with a payment card?

Answered: 48 Skipped: 11

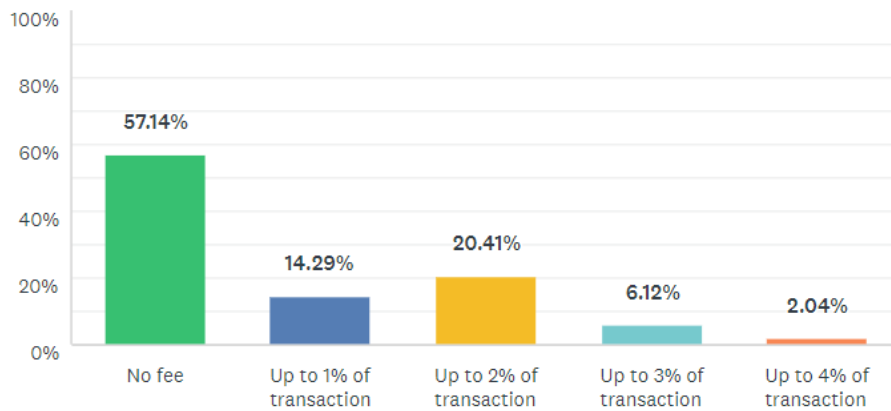


ANSWER CHOICES	RESPONSES	
Yes	45.83%	22
No	54.17%	26
TOTAL		48

Question 8

What is the maximum service fee your institution would be willing to pay when making a payment to MASFAP?

Answered: 49 Skipped: 10



ANSWER CHOICES	RESPONSES
▼ No fee	57.14% 28
▼ Up to 1% of transaction	14.29% 7
▼ Up to 2% of transaction	20.41% 10
▼ Up to 3% of transaction	6.12% 3
▼ Up to 4% of transaction	2.04% 1
TOTAL	49

General Findings

1. More respondents have access to a payment card than an account/routing number. Electronic payments are possible for majority of respondents (less than one-third of respondents do not have access to payment card), but more institutions would be subject to any processing fee, should MASFAP forward cost to the institution.
2. Majority of respondents would not be willing to pay a processing fee for electronic payments (Question 7. 46% willing / 54% not willing).
3. Fee percentage threshold
 - 43% of respondents to this question would be willing to pay a fee up to 1% of transaction
 - 29% of respondents would be willing to pay a fee up to 2%
 - 8% of respondents would be willing to pay a fee up to 3%
4. Predominant methods of payment are checks, credit/debit cards payments, and cash. Institutions who responded to the survey do not seem to have a range of fast, electronic payment options available such as Zelle, PayPal, etc.