

# VASFAA VOICE

VASFAA HOME

▶ [Vendor and Sponsor Listing](#)

▶ [Calendar](#)

▶ [Newsletter Committee and Issue Contributors](#)

▶ [Article Deadlines](#)

## Fall 2003 2003-2004 Issue I

Sherwin Hibbets, VASFAA President  
Gary Spoales, Editor

IN THIS ISSUE:	PAGE	PAGE
Letter From the President	<a href="#">1</a>	Then and Now: Reflections on the Past & Professional Opportunities <a href="#">7</a>
Letter From the Editor	<a href="#">2</a>	Did You Know? <a href="#">8</a>
Spotlight Features	<a href="#">3</a>	NASFAA News <a href="#">9</a>
Committee Updates	<a href="#">4</a>	Fun "Stuff" For You Interesting "Stuff" For You <a href="#">10</a>
Special Reports	<a href="#">5</a>	Virginia In the News <a href="#">11</a>
People & Places in the News	<a href="#">6</a>	SASFAA News Quotes of Interest <a href="#">12</a>



## A PRESIDENT'S PAUSE

### On Track for "Going the Distance"!

by Sherwin Hibbets, Regent University  
2003-2004 VASFAA President

One milepost has been passed as we have begun our 2003-2004 fall terms! I am sure we all have a story or two to relate, but all in all, it was a very smooth beginning to the trek ahead.

Before continuing on with my "Tracks", I want to take a moment to say how thankful we all can be at this time in the Commonwealth of Virginia. As I write this, Hurricane Isabel is passed us, but many of us still await power to return. It is amazing how we have come to expect rather than appreciate the privilege of such common things in our society—electricity, and consequently, the availability of pure water and gasoline. But, in the larger view, we all must be grateful that the effects of Isabel were mostly confined to property and disruption of conveniences, rather than to the lives of those dear to us. (If you were one of the few who have had a loss of a loved one as a result of this storm, our thoughts and prayers are with you!) Our thanks go out to all the public servants, whether employed in the public arena or private sector, who assisted during this dramatic time.

As we move along on course this year, our next milepost is the VASFAA Fall 2003 Conference. Remember that the dates are October 12-15, 2003. I trust you have already submitted your registration and made hotel reservations at the Richmond Downtown Marriott. You will find that this will be a memorable and rewarding time this fall as we maintain our form and "get back to the basics" as well as learn of new developments on several different tracks. The Conference, Training, and Vendor/Sponsor Committees have been working diligently to ensure a champion event for you! [Keep in mind that this year we are offering a New Aid Officers' Workshop (NAOW) on Sunday afternoon, October 12. This will be available at a single day rate for the NAOW only, if you will be unable to attend the whole conference due to budget constraints. For more information contact Brad Barnett at James Madison University or Gail Catron at Wytheville Community College.]

Next up on the track this year will be the Southern Association of Student Financial Aid Administrators' (SASFAA) Board meeting in Florida on November 7-9, 2003. If you have any information or questions you would like to have presented at the regional Board meeting, please let me know.

Coming around the path immediately upon the heels of the SASFAA Board meeting is the Awareness Summit mentioned in our last *VASFAA Voice*. The theme is "Virginia Partnerships for College Access". This Summit is being co-sponsored by SCHEV, VASFAA, and ECMC on November 9-10, 2003. It is a cooperative effort to centralize college access services. A large list of invitees offers promise of a unique and profitable venture. Christina Milano, Executive Director of the National College Access Network (NCAN) will be the keynote speaker. The sessions will include ones defining early awareness, discussion of efforts currently in place in Virginia that assist in overcoming barriers to access, and a panel on measuring success and providing resources. Any questions about this Summit may be addressed to Linda Woodley at ECMC or Angie Hawkins, VASFAA Awareness

Committee Chair, at Virginia Wesleyan College's Financial Aid Office.

As you can see, the course we are on this year is covering new territory with the Awareness Summit and our offering a day rate for the NAOW. These are a couple of ways we are meeting our goal of "going the distance" in 2003-2004. These two events alone are increasing awareness to various stakeholders and providing excellent training opportunities for those new to our profession. But, we do not want to stop there. The Experienced Aid Officers' Workshop is back on track under the direction of Yvonne Hubbard of the University of Virginia. Look for more information coming on this. And, let's remember that our continued input to the state and federal regulatory and legislative processes can make significant strides in benefiting our students.

To effectively traverse the distance we need to go this year, everyone's involvement is important. If you have not done so, please take a moment to complete and submit a volunteer form (available online). If you have submitted a volunteer form but are not aware of the outcome of your submission, please contact the Commissioner of the committees about which you were interested. Or, feel free to contact any Board member.

As a final note for this segment, I want to thank John Crowley, VASFAA Treasurer-elect, for getting a strong hand on the baton that was unexpectedly passed to him early on this year. He has taken up the race pace a bit earlier than expected, but is doing a great job in taking on the daily financial responsibilities of VASFAA.

Let's continue to champion our Association as we "Go the Distance"!



[Table of Contents](#)



[Next Page](#)



**PAGE 2**[◀ Last](#) | [Next ▶](#)[▶ Vendor and Sponsor Listing](#)[▶ Calendar](#)[▶ Newsletter Committee and Issue Contributors](#)[▶ Article Deadlines](#)[Table of Contents](#)

## Editor's Embellishments

by Gary Spoales, Bank of America  
VASF AA Voice Editor

Welcome to the first edition of the newsletter for 2003-2004. We hope you enjoy the content as we begin a new publication year and again welcome your suggestions for future issues. Send any comments, suggestions or submissions for publishing to me at: [gary.a.spoales@bankofamerica.com](mailto:gary.a.spoales@bankofamerica.com) or call me at 301-879-8008 with questions.

We are "Going the Distance" this year to provide you a quality newsletter in a timely manner. Fortunately for me, Joe Dobrota, Holly Rison, Tanya White and Judith Cramer have all agreed to continue to support my efforts in this regard. I will also have the pleasure of working more closely with previous frequent contributors who have decided to become members of the committee. Linda Miller and Brian DeYoung are now full-fledged members. As always, the VASF AA board and Committee chairs continue to be unofficial members and sometimes contributors to the newsletter. Together, we hope that you enjoy another year of our publication known as the VASF AA VOICE. The publication schedule can be found in the calendar section of each issue as a reminder of when to submit YOUR contribution to the "VOICE".

As we head back to school for the Fall semester, aren't we glad that we don't work at the University of Colorado? Every year The Princeton Review Inc. compiles a list of the nation's schools and produces an "Annual Ranking of the top Party Schools". The list released a month or so ago, as usual, generated a buzz -- and drew complaints from this year's winning college---the University of Colorado at Boulder. Although your school may have not made this list, each of you has something to brag about on behalf of your institution. You'll have two opportunities to let others know about it. You can use the newsletter to write an informative article about your school or provide a short blurb for our "People and Places in the News" section.

In this issue, see the article about the new program at Virginia Tech that begins this Fall. Our "People and Places in the News" section is filled with numerous comings and goings that you'll want to review. Included this time is the recent move made by a Virginia resident and former GMU employee - see if you can find him. He may become a valuable resource in his Deputy Director position in Washington, DC.

In the Winter issue, the featured school or program could be yours and YOU might be one of those in the "News" if you are either lucky or not careful - you decide! As you receive this, the Fall conference will be just days away. We hope to see you there but hope to report on its' many activities in the Winter issue if you miss it.

As we begin a second year under the new format, the committee would like to provide you with concrete submission guidelines to better serve the membership and potential contributors.

The purpose of the newsletter is to keep the membership informed and up to date on association supported activities, and items and/or articles of general interest to the financial aid community. Careful steps are being taken to meet your needs professionally while resisting the temptation to accept articles simply to fill space. Consequently, we have developed an editorial policy to accomplish this task.

Article Guidelines: The Editorial staff will review all articles submitted for publication. Submissions should be of a professional interest to the association and not include marketing and/or advertising of products, services, websites or personnel.

Full articles should be no longer than two typed pages single spaced. It is requested that all submissions be provided in 10 pt size with Arial font type to save our publishing editor time and energy.

AD and Picture Guidelines: The online newsletter flows best with graphics submitted in .jpeg or .gif format. Other options should be reviewed with Joe Dobrota, Publishing Editor, prior to sending. An ad should not be larger than 6" in width. You submit it in either Full color or black& white according to your preference.

We are seeking Gold Sponsors to possibly submit vertical ads this year (to enable us to get them further up in the page & have text wrap around the ad). A vertical ad would be about 2" wide x 4-5" high. An example of the size of traditional ads may be found at: <http://www.vasfaa.org/newsletters/fall2002/page1.htm>. We had one sponsor submit an animated gif. ad which can be viewed at: (<http://www.vasfaa.org/newsletters/fall2003/page6.htm>)

(Note: Ads are only accepted from Sponsors at the Gold level who receive a free ad in the issue of their choice based on availability)

 <p>Table of Contents</p>	
 <p>Next Page</p>	

## SPOTLIGHT FEATURES

[VASFAA Comedians?](#) | [Showcase Person](#)  
[Virginia College of Osteopathic Medicine Opens First Class](#)

### **Pick Your Favorite Comedian in VASFAA**

Who's Funny in VASFAA?

Who do you think is the funniest VASFAA member?

To prepare for a fun session at the Spring VASFAA Conference, we need to know who you think has a great sense of humor. The only rule is that this person cannot be employed by a lender or guarantor.

Please send all responses to Mike Hawkes at [mhawkes@ecmc.org](mailto:mhawkes@ecmc.org). Your response will be kept confidential.

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### **Virginia Highlands Community College Financial Aid Advisor Selected as 2003 Showcase Person**

Carolyn Bales, Virginia Highlands Community College

Carolyn Bales has been a vital member to the Financial Aid Department at Virginia Highlands Community College (VHCC) since 1987. Her objective - "To make financial aid understandable and accessible to any student of any age." Financial aid, as it is usually the "bottom line" in determining whether or not a student can or cannot achieve his or her educational goal can also carry a heavy weight of stress to students and their families as they delve through the application process. Carolyn takes great pride in her ability to make students feel comfortable and at ease during those sometimes-overwhelming situations. Carolyn has been an active member and officer of the VHCC Classified Support Staff, the Virginia Association of Student Financial Aid Administrators and the American Society of Notaries. She has served on the VHCC Administrative Services Committee, PG&D Committee, VCCA Legislative Action Commission, and the VCCA Support Staff Commission.

On a voluntary basis, Carolyn serves on the advisory council for President Bush's 21st Century After School Program in Washington County. Other work has included the American Lung Association, St. Jukes Research Hospital, the American Cancer Association, Mountain Empire Older Citizens, Johnston Memorial Auxiliary, and the Virginia Highlands Festival. She is also a member of the U.S. Golf Association and Glenrochie Ladies Golf Association. While a career as a Financial Aid Advisor may sound somewhat mundane, Carolyn is often responsible for many of the lighter moments around the Financial Aid Office. In fact, many are surprised to learn Carolyn held "Top Secret" status early in her career while working in the Pentagon. A fact even more exciting to her 5 children and 2 grandchildren is that their mother/grandmother once held the ladies racing title at Lonesome Pine International Raceway in Coeburn, VA.

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### **Virginia College of Osteopathic Medicine Opens First Class**

The Edward Via Virginia College of Osteopathic Medicine (VCOM) brought in its first class of 154 students on August 18. Within four years, the new medical school plans to enroll 600 students. The mission of VCOM is to prepare osteopathic primary care physicians to serve the rural and medically underserved areas of the Commonwealth of Virginia, North Carolina, West Virginia, and the Appalachian region and to provide scientific research that will improve the health of all humans.

The newly constructed VCOM campus occupies approximately 10 acres located in the Corporate Research Center just off the Virginia Tech campus. The classrooms are modern and are wired for the most current voice, video, and computer presentations. Virginia Tech provides the campus community with access to information systems and resources worldwide. The classrooms in VCOM are large enough to seat 160, and the laboratories are state of the art. Over 14 moderate-sized rooms are available for small group learning. VCOM seeks to provide a classroom environment that demonstrates respect for students and faculty and provides the optimum conditions for learning. In addition, a state of the art electronic resource library is provided on the VCOM campus. The library houses the most current resources for faculty and students.

Submitted by Patricia Mitchell, Director, Student Aid, Virginia College of Osteopathic Medicine



Table of Contents



Next Page



## Committee Updates

[Conference](#) | [Diversity](#) | [Membership](#)

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### CONFERENCE COMMITTEE

#### Going the Distance

If you hold a conference, they will come...

Yes, the Fall conference is just around the corner. The conference will be held Sunday, October 12th - Wednesday, October 15th at the Richmond Marriott.

If you have not done so already, you need to submit your conference registration and make your hotel reservations and be prepared to start your journey into the 2003-2004 VASF<sup>AA</sup> year and we will all, "Go the Distance."

This fall conference will be full of good sessions, good friends/colleagues, and good times for all. Be ready to get all the latest information in the financial aid arena as well as new and innovative sessions from the Conference and Training committees.

So, what do you need to do:

- 1) Register for the Fall conference
- 2) Make hotel reservations
- 3) Meet your VASF<sup>AA</sup> colleagues at the finish line...The Richmond Marriott

The VASF<sup>AA</sup> Fall Conference is fast approaching...make your reservations TODAY with the Richmond Marriott, by calling 800/228-9290 or 804/643-3400. You can also make reservations on-line at [www.marriott.com](http://www.marriott.com).

Room cost is \$99.00 per night for single or double room. See you there!

Submitted by Jevita DeFreitas, George Mason University and Leslie Thomas, George Mason University

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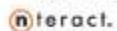
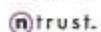
## From your campus to ours--

seamless solutions for loan origination, funding, and servicing

On the Nelnet campus, we built our business around the entire financial aid process. By concentrating on all aspects of student lending, we recognize the many challenges you face in the financial aid office. Our complete understanding of education finance allows us to create innovative products and services to make life easier on your campus.

Nowhere is our expertise more evident than in our line of Web-based software. These online solutions have revolutionized student lending on college campuses around the country by seamlessly uniting the financial aid office with students, lenders, guarantors, secondary markets, and servicing companies. From loan origination through repayment, Nelnet's software streamlines communication between your campus and ours.

Nelnet's line of Web-based products:

-  **n concert.**  
Online financial aid office
-  **n interact.**  
Online student loan processing and reporting
-  **n trust.**  
Central disbursement solution
-  **n interchange.**  
Online student account access and debt management

To learn more about Nelnet's line of Web-based software, call 1.800.268.7256 to be directed to the Nelnet Campus Solutions representative in your region.

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At Nelnet, we specialize in funding the higher education aspirations of students around the country. From student loan origination and beyond repayment, Nelnet serves borrowers and their schools throughout the student loan process.



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[www.nelnet.net](http://www.nelnet.net)

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## DIVERSITY COMMITTEE

DIVERSITY the forgotten AMENDMENT TO THE CONSTITUTION... Let's enrich our organization by participating in The Diversity Committee survey on how your organization promotes diversity. Stop by our table, located near the check-in area, at the Fall Conference and complete a survey. The results of the survey will appear in the Winter Issue of the VASFAA VOICE and will be available at the Spring Conference in Virginia Beach. Also, there will be a follow-on contest during the Spring Conference for member institution Diversity Tools. Prizes will be awarded for (1) Most innovative and (2) Most creative.

Submitted by Kerrie Roth, Chair, ODU

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## MEMBERSHIP COMMITTEE

New Members - Mark Your Calendars for the Fall Breakfast!

Once again, the VASFAA Membership Committee will host a New Member Breakfast at VASFAA on Monday, October 13 at 8:00 a.m. at the Richmond Marriott. Members of the VASFAA Board and your Mentors will be on hand to welcome you and we will once again have great door prizes and giveaways! Space is limited for this very popular event, so please respond early to Brenda Burke, Committee Chair, by email at [brburke@vt.edu](mailto:brburke@vt.edu) if you would like to attend.

Submitted by Paul Hallam, Student Loan Xpress

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## SPECIAL REPORTS

[Graduate School Perspectives](#) | [Avoiding Common Program Review Findings Hurricane Isabel Update](#)

### GRADUATE/PROFESSIONAL SCHOOL PERSPECTIVES

Submitted by Judy Cramer ([jmcramer@vcu.edu](mailto:jmcramer@vcu.edu))  
Virginia Commonwealth University School of Medicine  
Information Courtesy of NASFAA

The House Education and the Workforce Committee on September 25 approved unanimously by voice vote [H.R. 3076](#), the Graduate Opportunities in Higher Education Act, and [H.R. 3077](#), The bill was authored by Select Education Subcommittee Chairman Pete Hoekstra (R-Mich).

The Graduate Opportunities Act supports graduate education programs funded under Title VII of the Higher Education Act (HEA). It places particular emphasis on subject areas facing the greatest shortages, including math, science, special education, and limited-English proficiency education.

"As my colleagues know and understand, graduate education provides students with in-depth and advanced courses of study and creates the foundations on which technological and intellectual advances are made. These programs will allow this great nation to continue its leadership into and beyond the 21st century," said Hoekstra. "Graduate education also plays a critical role in the training of faculty and teachers who will in turn improve the quality of K-12 education across the country."

Rep. Ruben Hinojosa (D-Texas), Ranking Member of the Select Education Subcommittee, applauded H.R. 3076, saying, "If we are to ensure a high quality teacher in every classroom, we must address the teacher education pipeline in its entirety."

H.R. 3076 was passed with several amendments, all of which received unanimous approval. In particular, Hoekstra offered a substitute that allows members of the military to interrupt without penalty a Javits Fellowship if they are called to active duty. The substitute also gives preference to Graduate Assistance in Areas of National Need (GAANN) program participants who are preparing to teach K-12 math, science, special education, and limited-English proficiency education teachers.

NASFAA's Graduate Professional Issues Committee met at the NASFAA Offices in Washington on September 26, 27, and 28 2003. The agenda focused on the importance of being participatory and providing input to our own profession. We're committed to helping schools selected to complete the Survey of Graduate Aid Practices and Procedures (SOGAPP) to achieve full compliance. The web-based survey invitation was emailed to 434 individuals nationally, representing a full cross-section of disciplines. It'll provide important information to FAA's ranging from PJ policy to salary samples.

Participation is also important for Reauthorization. I know we've all felt like it's been going on forever, and it has, but there is still at least 18 months ahead. There are 22 proposals regarding the student loan programs, many of which will help our graduate students, through increased loan limits and deferment conditions. Until they are law, there can be

changes! The Reauthorization task force remains open to suggestions so please attend your Reauthorization sessions at the state and regional level and provide your input.

Your political support is another way to participate in shaping the tools we have to work with. Please make sure you respond to legislative alerts when your voice can make an immediate difference. Also, encourage your students to provide their opinions on a regular basis by making addresses, email addresses, or websites available from your own homepage. Announce to them when the voter registration deadlines are and when elections are coming up. We can all be a part of the solution.

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### **Advice for Avoiding Common Program-Review Findings**

Education-loan guarantors perform required program reviews to ensure that schools are meeting all regulatory requirements and guarantor policies in administering the Federal Family Education Loan Program (FFELP). A recent presentation at a financial-aid administrators' conference outlined some of the most common problem areas found during program reviews. Among the most-common problems are the following:

- \* Inconsistent admissions requirements. Schools must obtain a copy of a student's high-school diploma and properly admit "ability-to-benefit" students, if required by the school's policy.
- \* Missing SAR or ISIR documentation. Student Aid Report (SAR) or Institutional Student Information Report (ISIR) documentation missing from the borrower's file at the time a student's loan was certified, or discrepancies in SAR/ISIR data can contribute to problems in a program review. In addition, the SAR/ISIRs are the key documents in determining if a student is eligible for a Pell grant.
- \* Improper verification. Issues include not properly verifying SAR/ISIR information, including required documentation to account for an override of dependency status and missing or unsigned tax-return documents.
- \* Improper loan certification. The loan period, cost of attendance, Expected Family Contribution (EFC) and estimated financial aid all must be calculated for the same length of time. For example, a 12-month loan period with a 12-month cost of attendance should not be matched with the nine-month calculation for EFC and Estimated Financial Aid.
- \* Student budget exceptions. Using incorrect student budget figures as a component of the cost of attendance and failing to include FFELP-loan fees in calculating the borrower's cost of attendance are both common errors.
- \* Failure to notify of the right to cancel EFT disbursements. Schools must notify student borrowers of their right to cancel all or part of their Electronic Funds Transfer (EFT) loan disbursement. When a student's school account is credited with loan funds, the borrower must be notified within 30 days before or after the disbursement of the type of loan, the amount of the disbursement and the borrower's ability to cancel all or a portion of the loan within 14 days of receiving the notification.

Correcting the most-common issues before a program review will result in improved compliance and better service to students. For more information about common findings during program reviews, refer to Common Manual 16.3.C.

Submitted by: Richard Burt, USA Funds Services

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### **HURRICANE ISABEL INFORMATION**

Submitted by Janet Sain, ECPI and Karen Koonce, TCC

I just got off the phone with Anthony Jones from the Dept of Ed. He wanted to convey his thanks for the emails that I was able to send his way from the folks in both NC and VA updating him on the conditions at various schools and communities. As part of our discussion, he did want me to share that a mini DCL will be sent out in reference to the Hurricane. It contains the following information:

1. Any school affected by the disaster is to contact their regional Dept of Ed office to inform them of their circumstances and the extent this impacts their school and their students. Some schools were okay, but their student's homes were not.
2. FISAP deadline is Oct 1st. IF you need an extension due to the Hurricane, please call the Campus Based Call Center at 1-877-801-7168 and request the extension. They have been made aware of the disaster impacts and are ready to assist those institutions who will need it especially if they are still without power.
3. Final Pell Reporting deadline for 2002-2003 is also Oct 1st. If you need an extension due to the Hurricane, please call the Pell Reporting Call Center at 1-800-474-7286 and request the extension. They too have been made aware of the disaster impacts and are ready to assist those who need it.

If you are aware of institutions who are still out of power and will not see this email any time soon but you have a way to contact any of the Financial Aid folks from that school, please contact them and let them know that the extensions are there for them and to contact those toll-free numbers as soon as they can.

Anthony was unable to discuss whether there would be additional federal funds to assist students affected by the Hurricane as they had with Hurricane Floyd. As soon as he knows something on that issue, I will send out another email to folks.

Please send Janet Sain emails in regards to damages as i will continue to forward them to Anthony. The more information they have, the more informed decision they can make about federal assistance. Take care and hang in there. Her email is [JSain@ecpi.edu](mailto:JSain@ecpi.edu).

 <p>Table of Contents</p>	
 <p>Next Page</p>	

## PEOPLE & PLACES IN THE NEWS

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### **LONGWOOD UNIVERSITY**

VCU lost an associate director, Michael Barree. Longwood University gained a Director of Financial Aid, Michael Barree. After 25 plus years of financial aid administration at VCU, Michael returned to Longwood University on August 11, 2003 to resume the position he left in 1977. His financial aid career started at Longwood College in July 1976 - the month when Longwood became fully coeducational. Michael's new contact information will be as follows:

Michael W. Barree, Director of Financial Aid, Longwood University, 201 High Street, Farmville, VA 23909

Phone: 434.395.2078; FAX: 434.395.2829; mbarree@longwood.edu

### **UNIVERSITY OF MARYLAND**

The University of Maryland College Park announces: Bill Leith, a former Associate Director of Financial Aid at George Mason University, has accepted a position as Deputy Director for Application Processing with the U.S. Department of Education. He was formerly the Director of Financial Aid at UMCP and began his new duties on Monday September 15th, 2003.

### **JOHN TYLER COMMUNITY COLLEGE**

John Tyler Community College announces: Laurie Schiavone as the new Coordinator of Financial Aid. She moved from NY where she was Assistant Director of Financial Aid at Mount Saint Mary College. Kimberly Snyder is a new Financial Aid Counselor who previously worked at JMU in the Financial Aid Office. Linda Coles moved to Chicago and the JTCC implemented PeopleSoft.

### **JAMES MADISON UNIVERSITY**

Susan Moyers was promoted from Assistant Director to Associate Director.

### **BLUE RIDGE COMMUNITY COLLEGE**

Blue Ridge Community College announces the birth of another little girl, Jayden Olivia Clemmer on April 7, 2003 to Karen and Bobby Clemmer. As Bobby puts it, Macie is now 5 years old and Kennedy is 2. With Karen and now Jayden Olivia, that is four against one. He knows that he is in trouble now.

### **ITT TECHNICAL INSTITUTE**

Kay Mattox, Director of Finance, ITT Technical Institute was previously the Financial Aid/Business Director

for Bryant & Stratton College and has now taken a new position in Richmond, VA.

### **VIRGINIA COMMONWEALTH UNIVERSITY**

Virginia Commonwealth University announces: several changes beginning with Donna Jackson left the VCU School of Medicine Financial Aid Office to take the VCU School of Medicine Director of Minority Affairs. Crystal Fordham left Suntrust, Richmond to take the VCU School of Medicine Financial Aid Counselor position vacated by Donna Jackson.

Judy Cramer, Director of Financial Aid Services for the VCU School of Medicine, has been selected by the National Association of Student Financial Aid Administrators (NASFAA) to chair their 2003/04 Graduate Professional Issues Committee. The goals for the year are to work with the states and regions on a Survey of Graduate Aid Policies and Procedures,

and to assist the states and regions who wish to develop this sector of their membership.

Karen Gilliam has relocated. Karen is now the Director of Financial Aid at the School of Dentistry. She was the Assistant Director of Loans and Pell the Academic campus.

#### **REGENT UNIVERSITY**

Counselor Rebecca Bowlin has moved to Cambridge University in Chesapeake as Director of Admissions.

#### **SUN TRUST EDUCATION LOANS**

SunTrust Education Loans welcomes Jeanne Holmes as their new Account Executive for Virginia. Jeanne will replace Cary Nelson who retired earlier this year. Jeanne comes to SunTrust from ECMC. Please welcome her when you see her at the SunTrust booth at VASFAA.

#### **THOMAS NELSON COMMUNITY COLLEGE**

Thomas Nelson Community College announces that Tom Morehouse, President Elect of VASFAA, married Sallie Marchello on July 11 (Oh, thank heaven for 7-11!) Sallie is the Director of the Virginia Beach Higher Education Center of ODU.

#### **TIDEWATER SCHOLARSHIP FOUNDATION**

Ashleigh James of Tidewater Scholarship Foundation married Jeremy Clark on August 2, 2003 in a beautiful ceremony in Norfolk. New name will be Ashleigh James Clark.

#### **AMS**

Academic Management Services (AMS) is pleased to announce the promotion of Betsy Burton-Strunk to Senior Vice President, Sales. Ms. Burton-Strunk is now responsible for managing and directing AMS sales activities for the eastern United States, including schools in the VASFAA region. Previously, Ms. Burton-Strunk served as Director of Customer Retention and Market Development for AMS Servicing Group (formerly EFG Technologies). Ms. Burton-Strunk graduated from Miami University of Ohio, with a B.S. in Business; Personnel Management. She is a resident of Winston-Salem, North Carolina.

#### **NELNET CAMPUS SOLUTIONS**

Nelnet Campus Solutions would like to welcome Eric Owens to the Campus Director Team for the SASFAA Region. Eric will be working in VA and KY for us... We are all excited! and he is happy to be back as a VASFAA Member, too!

#### **CHASE EDUCATION FIRST**

Chase Education First is pleased to announce that Tony LaRe will be your Regional Marketing Manager representing Chase education loans. Tony is looking forward to assisting you and your school in his new Virginia territory.

#### **M&T BANK EDUCATIONAL LENDING**

M&T Bank Educational Lending welcomes Michelle Thomas as the new Client Relationship Manager for the Tri-State and Virginia Territories. Michelle is a Maryland native and graduate of the University of Maryland-College Park. She brings over 12 years of banking experience, most recently as a Bank at Work representative of Allfirst Bank. Michelle will be working out of the Greenbelt office and can be reached by telephone at 301-397-5506 or via email at methomas@mandtbank.com.

## THEN AND NOW: REFLECTIONS ON THE PAST & PROFESSIONAL OPPORTUNITIES

### From the VASF<sup>AA</sup> Archives Fall 1992

In his opening comments of the Fall 1992 VASF<sup>AA</sup> Newsletter, President Rod Moore proclaimed his theme for the year as "Twenty-Five Years of Service to Students". He appointed Sid Dugas of Christopher Newport as Special Appointee in charge of the 25th Year Celebration. Lisa Tumer, Conference Chair and Guy Gibbs, Training Chair worked with Sid to coordinate our 25th anniversary in the Spring of 1993.

On July 23 1992, President George Bush signed the Higher Education Amendments of 1992 into law at Northern Virginia Community College. The Pell Grant maximum for the 93-94 would be \$3,700. It projected a Pell maximum of \$4,500 for the 96-97 year. (What is 03-04's maximum? - \$4050) These amendments allowed for the Unsubsidized Stafford Loan which gave students who didn't have need to get a student loan. Also, the amendments defined an academic year as having a minimum of 30 weeks. It also provided for a free single application produced by the Secretary of Education. No student or parent could be charged a fee for processing and delivering federal financial aid.

The fall newsletter reported Betty Diamond of Old Dominion University had been promoted to Associate Director of Financial Aid. Also, Mike O'Grady of George Mason University was leaving his position as Associate Director to become a Business Development Representative with Signet Bank in the Student Loan Department.

Our fall conference was scheduled for October 25-28 in Roanoke. Our conference hotel was the Airport Marriott. Sid Dugas reported that there would be a birthday banquet during the fall conference and a "dressy" affair at the spring conference.

The Virginia Student Assistance Authority was soliciting VASF<sup>AA</sup> volunteers to man their booth at the Virginia State Fair. M. Angela Gray, Marketing Representative for VSAA was the contact person.

As we enter our 36th year as an association this year, we should always reflect on our past and use our knowledge to bring about a brighter future.

Submitted by Holly Rison, VASF<sup>AA</sup> Archivist, Randolph Macon College

## PROFESSIONAL OPPORTUNITIES

### Financial Aid Director - Miller-Motte Technical College

Miller-Motte Technical College in Lynchburg, VA is seeking a candidate for the position of Financial Aid Director. The candidate must have a financial aid background, preferably in a proprietary school environment. Position responsibilities include management and administering of all Title IV programs (Pell, SEOG, FWS, FFELP) and alternative funding. Must be a hands-on individual capable of and willing to provide support in packaging of new students in a fast-paced environment. Must have the ability to work independently

and as a support member in a team-based environment. A positive, customer-service oriented attitude is a must!! Supervisory experience preferred. Immediate position opening. Please send resume to [bjdierstein@millermotte.com](mailto:bjdierstein@millermotte.com) or fax to (434) 239-1069.

### **Financial Aid Specialist** - Delta Educational Systems

Delta Educational Systems is recruiting for the position of Financial Aid Specialist. Delta is the corporate office for a group of proprietary schools throughout the eastern United States, offering diploma and associate degree programs. We are seeking an individual with prior financial aid experience in a proprietary school environment with a processing knowledge of administering Title IV aid. The position requires knowledge in all areas of financial aid, including but not limited to, packaging, awarding federal, state, agency and alternative funding, processing of federal grants through the COD system, default management, and federal and state regulations. The Financial Aid Specialist will assist in training staff at various campuses and during group training sessions in the areas listed above and must possess the ability to disseminate information in a clear, concise manner. A positive customer-service oriented attitude is a must! Travel throughout the eastern United States from Pennsylvania to Louisiana is required. Salary is commensurate with experience. Please send a resume via e-mail to [teresa@deltaed.com](mailto:teresa@deltaed.com) or mail to Delta Educational Systems, 144 Business Park Drive, Suite 201, Virginia Beach, VA 23462, Attn: Director of Financial Aid Operations.

### **FINANCIAL AID COUNSELOR** – Regent University

Responsible for supporting the day-to-day operations of the Central Financial Aid Office and providing excellent customer service to students. Must have excellent communication and organizational skills. Must be knowledgeable of, and capable in the use of word processing, spreadsheet and other computer software and related computer and Internet technologies. Must be able to comprehend, interpret and apply federal and state regulations and university policies related to financial aid, and be able to regularly exercise professional judgment. The counselor must be able to accurately, efficiently and effectively perform pertinent duties in such a fashion that the office functions in a consistently smooth manner. Due to the nature of the work required for this position and its "exempt/salaried" classification, the employee will be expected to work a schedule as defined by the supervisor, and hours necessary to accomplish the tasks, goals and objectives of the department, including evenings, weekend assignments and/or travel. Bachelor's degree required; master's degree preferred. SCT Banner and Federal EDExpress/EDConnect software experience helpful. Financial Aid experience strongly preferred. Must have strong interpersonal communication abilities and excellent command of the English language, both verbal and written. Detail-oriented; comfortable and accurate in working with basic mathematics and percentage/ratios; self-starter; ability to work independently and as a team member and enjoy working in a complex, fast-paced office that demands adaptability and flexibility. Click [here](#) for information on the application process.

## PAGE 8

[Last](#) | [Next](#) ▶

- ▶ [Vendor and Sponsor Listing](#)
- ▶ [Calendar](#)
- ▶ [Newsletter Committee and Issue Contributors](#)

▶ [Article Deadlines](#)

[Table of Contents](#)

## DID YOU KNOW?

A dangerous worm virus continues to wreak havoc on computer systems. The Symantec Security Clearinghouse recently updated the W32.Blaster.Worm virus to a Category 4 from a Category 3 threat. The W32.Blaster.Worm exploits security vulnerability in Microsoft Windows. Symantec Security Response has developed a removal tool to clean infections of W32.Blaster.Worm and Microsoft has developed a patch.

For more information about detection and removal, visit [www.symantec.com](http://www.symantec.com) or [www.microsoft.com/security/security\\_bulletins/ms03-026.asp](http://www.microsoft.com/security/security_bulletins/ms03-026.asp).

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[Table of Contents](#)



[Next Page](#)

  
**Going the Distance**  
2003-04 VASFAA

## NASFAA NEWS

The NASFAA listserv provides members with updates on a daily basis on important news around the country. This section will provide both a few of these tidbits and official press releases from NASFAA. In this issue, we reprint the letter from Dallas Martin as a reminder of how important this Fall's reauthorization activities are and your role in getting the word out to your representatives.

### **COLLEGES BRACE FOR BIGGER CLASSES AND LESS BANG FOR MORE BUCKS**

(USA TODAY)

<http://www.NASFAA.org/publications/2003/awpublicstudents082803.html>

"It's an axiom among state policymakers: In tough economic times, colleges and universities take the cuts first, and hardest," USA Today reports. "After all, there's always a backup money source: students." The newspaper also posted the transcript of an on-line chat it hosted about paying for college.

### **THE NEW COLLEGE GAME**

(NEWSWEEK) <http://www.NASFAA.org/publications/2003/awnewgame082903.html>

"Telltale essays, long wait lists, 'mutual massage'--this is the newest lexicon of the process," Newsweek reports. "Colleges manipulate admissions. Now students are learning to fight back." Newsweek also posted the transcript of an on-line chat on "The Newest Tricks in College Admission".

### **PUBLIC COLLEGE TUITION INCREASES PROMPT CONCERN AND LEGISLATION**

(THE NEW YORK TIMES)

<http://www.NASFAA.org/publications/2003/awpublictuition090203.html>

Despite low tuitions when compared to private colleges, the latest public college "increases are prompting an outcry from students, and policy makers are leaping to their defense," The New York Times reports. "...Government policy makers themselves bear some responsibility for the size of the recent increases, because their own budget problems have led them to cut taxpayer support for public higher education. Many colleges have tried to close the resulting gap with higher tuition....Many educators say the best way to keep tuition down is to rebuild state subsidies."

### **EDUCATION SHOULDN'T BE PRICED OUT OF REACH**

(CHRONICLE-TRIBUNE, IN)

<http://www.NASFAA.org/publications/2003/awindianaaid090903.html>

"Recent spikes in tuitions and fees at state schools, coupled with new limits on financial aid, are threatening to price a college degree beyond the reach of many bright students," states a Chronicle-Tribune (IN) editorial. "According to a news report, one financial aid official called it a perfect storm for Indiana parents who want to send their children to college."

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### **COLLEGE AID WARNING**

(KRON SAN FRANCISCO)

<http://www.NASFAA.org/publications/2003/awaidwarning082103.html>

Fall is the time many college-bound students "fall prey to unscrupulous companies trying to make money from the college aid search," reports KRON 4 news in San Francisco. The station's undercover camera caught a pitch made by National Student Financial Aid trying to get "students to pay for something that should be free." Said one nonprofit college counselor, "It's an outrage and ... we warn the kids every year [to] watch out if they ask you to pay money."

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### **Letter from Dallas Martin August 18, 2003**

Dear NASFAA Member:

In September, we anticipate that the House Committee on Education and the Workforce and the House Subcommittee on 21st Century Competitiveness will begin markups to reauthorize the Higher Education Act (HEA). I am writing with two important requests as we enter this time of increased legislative activity.

- We need you to stay focused on critical financial aid issues
- We need your involvement in the legislative process as never before.

Reauthorization always deals with a complex array of issues, but this year much of the discussion has focused broadly on affordability, accountability, and access. Certainly, there can be widespread agreement on these general themes, but it is during the legislative process where such ideas are given specificity. Several legislative initiatives under consideration could have a significant impact on the operation of your institution, affecting such practices as how you admit students, how you set your tuition policy, and how you are accountable to your various constituencies.

While these issues are critical to all of us--and particularly to many of the higher education associations that represent college presidents, business and admissions officers, faculty, and state officials--they are not central to the process of providing assistance to students or to the daily operations of the financial aid office. NASFAA is and will continue to be an active participant in the coordinated efforts of the higher education associations to address creatively these broader legislative initiatives. However, we will focus the majority of our efforts on matters directly related to increasing and improving the delivery of federal aid dollars to needy students.

We believe many lawmakers are sincere in raising broader issues such as affordability, accountability, and access. However, giving attention to these matters can divert efforts away from other topics that go to the core of our interests as financial aid administrators. Furthermore, in the current economic and political climate, some believe that these issues are being used to diffuse the discussion of the issues we care about most.

Clearly we cannot allow this to happen, but NASFAA cannot succeed alone. It is imperative that you and your colleagues become and stay involved on matters that directly affect your students, your office, and your work. If we are unified in communicating our core needs to Congress--such as the need to increase grant funding and the need to raise loan limits--then we are more likely to achieve our goals.

We recognize that this is an extremely busy time for you, but unfortunately we cannot control the Congress's schedule. Therefore, we will try to be judicious about our requests for your assistance. In the coming weeks, we will share more specifics with you and

outline the steps that must be taken to help us to reach our goals. As you know, NASFAA has developed a comprehensive set of recommendations, some of which are different from the approaches taken by other groups. Where possible, we continue to work toward consensus proposals with partners in the student aid arena. While we note that some of the consensus proposals may differ from NASFAA's initial recommendations, we expect them to embrace the fundamental goals and policy positions that have been approved by NASFAA's Board of Directors. We anticipate that details of these community consensus proposals may be available soon.

Our past experience has shown that it is essential for the higher education community to speak with a unified voice. With your help and support of these recommendations, we can actively focus Congress's attention on critical student aid matters and succeed in reauthorizing a Higher Education Act that will efficiently and effectively deliver financial aid funds to needy students across the nation.

Again, thank you for your continued support and willingness to help us send the right message to Members of Congress.

Sincerely, Dallas Martin NASFAA President

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## **NASFAA Press Release**

### **NASFAA PARTNERS WITH KHEAA TO PROVIDE PEER REVIEWS FOR HISTORICALLY BLACK COLLEGES AND UNIVERSITIES**

NASFAA and the Kentucky Higher Education Assistance Authority (KHEAA) announced a pilot partnership to provide peer reviews for Historically Black Colleges and Universities (HBCUs) under NASFAA's Standards of Excellence Review Program.

The Standards of Excellence Review Program, now in its fifth year, is an objective, confidential peer review program that assesses an institution's delivery of financial aid. Customized and confidential on-site reviews are designed to highlight strengths and recommend improvements.

"KHEAA sees great benefit to both institutions and students in the Standards of Excellence Review Program," said KHEAA Executive Director Joe L. McCormick. "Identification of best practices as well as opportunities to fine-tune operations is particularly important in averting student loan defaults, which is one of KHEAA's top concerns." KHEAA plans to work with NASFAA on the development of new technical tools for the default-aversion portion of the SOE review protocol. Under the terms of the partnership, KHEAA will subsidize the full cost associated with each SOE review at selected HBCUs.

NASFAA President Dallas Martin remarked on the timeliness of the NASFAA-KHEAA agreement. "We recognize that these are difficult financial times for postsecondary institutions, and are delighted that KHEAA has stepped forward to help provide this valuable service for schools that might otherwise not be able to afford it." Martin noted that NASFAA would continue to seek partners to help finance SOE reviews at additional institutions in all sectors. "We plan to reach out to a variety of organizations that recognize the value of the SOE program and seek their assistance in providing reviews at all kinds of institutions," Martin said.

The Standards of Excellence process begins with defining the scope of the review in a letter of engagement between the institution and NASFAA. Comprehensive reviews include modules on student service and satisfaction; program compliance, operations, and delivery; systems, automation, and technology utilization; and human resources and facilities.

The institution submits demographic data and other information to NASFAA and a preliminary institutional assessment is conducted. NASFAA then selects a customized peer review team composed of highly-experienced financial aid administrators who visit the institution and perform an in-depth, on-site review of the financial aid operations. The review team spends two days to one week on the campus.

Following the on-site review, the team compiles an evaluation of the institution's financial aid program and presents its findings in an exit interview to administrators designated by

the institution. Finally, NASFAA prepares and submits a confidential written report summarizing the peer review team's observations. The report identifies the institution's good financial aid practices, cites any compliance issues, and suggests improvements.

For more information on the Standards of Excellence Review Program, visit <http://www.nasfaa.org/soe.asp> or contact Program Director Judy Schneider at (202) 785-0453, ext. 144, [schneiderj@nasfaa.org](mailto:schneiderj@nasfaa.org). HBCUs seeking subsidized reviews under the NASFAA-KHEAA partnership program should contact Schneider directly. If your organization is interested in providing financial support to enable SOE reviews at postsecondary institutions generally or in specific sectors, contact NASFAA Vice President Tim Christensen at (202) 785-0453, ext. 146, [christensent@nasfaa.org](mailto:christensent@nasfaa.org).



Table of Contents



Next Page



## INTERESTING "STUFF" FOR YOU

### Flexibility Equals Workplace Happiness

Giving employees something to smile about at the office may be as simple as offering them more control over their time, a recent survey suggests. One third of workers polled by OfficeTeam recently say greater schedule flexibility would result in increased job satisfaction.

"Firms that have made staff reductions are relying heavily on remaining employees to assume expanded responsibilities," says OfficeTeam VP Liz Hughes. "But more work often means longer hours, which can lead to burnout. A flexible schedule can alleviate some of the burden and allow for greater work-life balance for staff."

Hughes offers several tips in regard to flexible scheduling. For the full story and survey results, visit [www.officeteam.com/PressRoom](http://www.officeteam.com/PressRoom).



[Table of Contents](#)



[Next Page](#)



## VIRGINIA IN THE NEWS

As of August 1, 2003, Sosanya Jones is no longer employed at The State Council of Higher Education for Virginia. Please refer to the following contacts for information, questions, concerns related to her former responsibilities:

For information regarding the Academic Common Market, please contact Ms. Elizabeth Waddy at waddy@schev.edu or 804-225-2632.

For information regarding the VirginiaMentor/XAP project, please contact Dr. Gary Krapf at garykrapf@schev.edu or 804-786-1448.

For information regarding outreach/precollegiate publications and presentations, please contact Kathy Robinson at KathyRobinson@schev.edu or 804-225-2628.

For information regarding GEAR UP/ACCESS Virginia, please contact Ms. Patrice Randall at prandall@schev.edu or 804-225-3778.

For general information about SCHEV please contact our information desk at 804-225-2600.

Submitted by Sosanya Jones, formerly of SCHEV



[Table of Contents](#)



[Next Page](#)



## SASF<sup>AA</sup> NEWS

The SASF<sup>AA</sup> New Aid Officers summer workshop was a huge success. We had around 110 participants divided into six different classes. A lot of fun was had by all. The participants walked away with a wealth of knowledge and resources to help them with their students. Great turnout for SASF<sup>AA</sup>!

Submitted by Brad Barnett, JMU

Mark your calendars now! The 2004 SASF<sup>AA</sup> Conference will be held at the Sheraton Birmingham Hotel from February 15 - 18, 2004. Hotel reservation information is already posted on the SASF<sup>AA</sup> web site ([www.sasfaa.org](http://www.sasfaa.org)) under the Conference 2004 section. More details, including a draft agenda and conference registration form, will be posted to the same site in late October. If you have any questions about the conference, please contact one of the following Conference Committee members:

Zita Barree, Conference Committee chair, [zambarree@vcu.edu](mailto:zambarree@vcu.edu)  
Dorenda Adams, Alabama rep, [dadams@asunet.alasu.edu](mailto:dadams@asunet.alasu.edu)  
David Bartnicki, DOE rep, [David.Bartnicki@ed.gov](mailto:David.Bartnicki@ed.gov)  
Heather Boutell, Kentucky rep, [hboutell@bellarmine.edu](mailto:hboutell@bellarmine.edu)  
Jolene Burke, Virginia rep, [jburke@edamerica.org](mailto:jburke@edamerica.org)  
Bridget Ellis, North Carolina rep, [bridget.b.ellis@slma.com](mailto:bridget.b.ellis@slma.com)  
Antoinette Esposito, Georgia rep, [aesposit@mail.mcg.edu](mailto:aesposit@mail.mcg.edu)  
Wendy Hutchins, Mississippi rep, [wendy.hutchins@slma.com](mailto:wendy.hutchins@slma.com)  
Andrea Perry, South Carolina rep, [perrya@midlandstech.edu](mailto:perrya@midlandstech.edu)  
Michael Reynolds, Local Arrangements chair, [reynom2@auburn.edu](mailto:reynom2@auburn.edu)  
Brent Tener, Tennessee rep and 2005 Conference Chair, [b.tener@vanderbilt.edu](mailto:b.tener@vanderbilt.edu)  
Rick Wilder, Florida rep, [rick\\_wilder@sfa.ufl.edu](mailto:rick_wilder@sfa.ufl.edu)

Submitted by Zita Barree, Virginia Commonwealth University



[Table of Contents](#)



Going the Distance  
2003-04 VASF<sup>AA</sup>