

VASFAA VOICE

VASFAA HOME

Fall 2004 2004-2005 Year, Issue I

Tom Morehouse, VASFAA President
Gary Spoales, Editor

[VASFAA Leadership Symposium](#)
Charlottesville in the Fall

▶ [Vendor and Sponsor Listing](#)

▶ [Calendar](#)

▶ [Newsletter Committee and Issue Contributors](#)

▶ [Article Deadlines](#)

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



[Table of Contents](#)

▶ [Vendor and Sponsor Listing](#)

▶ [Calendar](#)

▶ [Newsletter Committee and Issue Contributors](#)

▶ [Article Deadlines](#)

VASFAA LEADERSHIP SYMPOSIUM CHARLOTTESVILLE IN THE FALL NOVEMBER 15 AND 16, 2004

This year VASFAA has changed its conference and training format and is hosting an annual conference in the spring (May 22-25, 2005) and the first VASFAA Leadership Symposium this fall (November 15 & 16) at the Omni Hotel, in beautiful Charlottesville, Virginia.. The Leadership Symposium is designed to bring experienced aid officers together in a collegial and stimulating environment for the purpose of networking, reviewing relevant State and Federal policies and discussing their impact on our profession, and thinking strategically about how VASFAA – and individual VASFAA members -- can influence the state of financial aid in the Commonwealth.

Our opening speaker will be noted educational policy expert, Dr. David W. Breneman, Dean of the Curry School of Education at the University of Virginia. Dr. Breneman is an economist and authority on the finance and economics of higher education. His three decades of experience include service as a professor, college president, think-tank scholar, and dean. His recent writings focus on the vexing issues of state financing of public higher education. We have asked Dr. Breneman to speak about current issues in higher education and to be provocative. Participants will have an opportunity to react to what they heard and participate in a question and answer session. Following Dr. Breneman, we will engage in facilitated conversation and work together to develop an initial outline of a vision for higher education and financial aid in Virginia.

The cost of this symposium is \$50 for VASFAA Members (\$80 for non members), and the hotel rate is \$79. Invitations to the Symposium are being mailed the second week of September.

It is the Board's intent to make this both a meaningful and memorable experience. This will be an opportunity to interact with the leaders of the financial aid profession within the Commonwealth and help develop policy for Virginia.

Submitted by Yvonne Hubbard, University of Virginia



[Table of Contents](#)



We're majoring in help.
For Financial Aid Administrators, that is.



A PRESIDENT'S PAUSE

Shining On

by Tom Morehouse
2004-2005 VASFAA President

Editor's Note: "The best leaders.....almost without exception and at every level, are master users of stories and symbols."

~ Tom Peters, Business Writer, author ~

This is my first opportunity to write for the VASFAA Voice as the President of VASFAA. Let me reiterate that it's an extreme honor for me to serve as the VASFAA President. I hope that we, together, can "keep the light shining" for those we serve.

I attended NASFAA's Annual Conference in Minneapolis, and it was a wonderful event. Although there were many of our Association members in attendance, the sheer numbers of attendees precluded seeing everybody there, but I can assure you that our Association was well represented. We did not, unfortunately, get recognition for another of our wonderful programs that our Association, SCHEV and ECMC worked so diligently on last fall (The Awareness Summit). I also attended the SASFAA Transition conference in June and a SASFAA Board meeting in August.

The members of VASFAA Board and the Committee Chairs have been quite busy over the summer preparing for not only this year, but for the coming years, as you will read in Brad's article. This will be a different year for VASFAA..

This year marks the first time in VASFAA's history that the Association will not have two conferences during the year. Two years ago, the Board of Directors voted to hold an annual conference in response to a continuing budget crisis in the Commonwealth and shrinking budgets within individual institutions. In order to provide beneficial training opportunities, the Association is planning a myriad of training activities this fall to compensate for the elimination of our fall conference. These training opportunities will include NASFAA decentralized training at several sites in the Commonwealth during the fall, as well as support staff training. The highlight of the fall, however, will be the first VASFAA Leadership Symposium, to be held in Charlottesville on November 15 and 16. The symposium is by invitation to the institutional financial aid leaders and selected others, and is limited to 75 participants. Yvonne Hubbard is leading this effort, and please read more about it in her article.

Another first for the Association is the signing of contracts for the VASFAA Annual Conference for the upcoming three years. Traditionally, the President Elect has picked the sites for his or her conference, but in keeping with the idea of planning ahead, the board approved the location and hotel for the 2005, 2006 and 2007 Annual Conference. We're very pleased to have negotiated with the Virginia Beach Oceanfront Hilton, which is a brand new luxury hotel scheduled to open around December of this year. This new facility,

located on the oceanfront, offered the Association very competitive accommodations rates (within the Commonwealth's per diem rate guidelines) for the next three years.

In other Conference news, your Board voted to host the 2008 SASFAA Conference in Virginia. Randy Craig will serve as the planning liaison to SASFAA for this effort. This, of course, means more than simply helping to find a location. There will be lots of opportunities to help as we get closer to 2008.

Several other items are new this year. The Association adopted a revised policy on Vendor and Sponsor contributions and appropriate recognition for contributions. To promote fairness and equity among our valued colleagues who support our Association with monetary resources, the Association will recognize them based upon contribution level and a lottery system of choice for sponsorable items. Sponsored items or events are given point levels and our partners are given points based upon their level of sponsorship. A lottery is held to determine the order in which sponsored items or events may be supported by the vendor.

As many of our fellow state organizations, and SASFAA, have transitioned to ATAC for web hosting and services, VASFAA will also be moving to ATAC for hosting and managing our web site, so look for a new and improved VASFAA web site soon! (www.vasfaa.org) Hopefully this will help ease the burden on Erik, Laurie and the electronic services committee.

In the realm of our regional association, we are all quite proud of the fact that the SASFAA President Elect, Guy Gibbs, and the Vice President, Zita Barree, are from Virginia. We also have capable and committed representation in the form of committee chairs, including Erik Melis, Electronic Services; Carol Mowbray, Special Projects; Karen Koonce, Budget and Finance; and Marie Bennett, Legislative Relations. That, coupled with our committee representation shows the commitment of the financial aid professionals in Virginia to SASFAA – SASFAA committee members include Jolene Burke, Conference; Liza Bruce, Diversity; Michael Poma, Membership; Gary Spoales, Newsletter; Mike Hawkes, Lender Liaison; Marilyn King, Federal Relations, and Michael Barree, instructor, NAOW.

I hope to see you at one of our Fall Training opportunities. Please keep visiting our web site for updated information. Thanks again for your support and commitment.

Submitted by Tom Morehouse, VASFAA President

 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
VASFAA Voice Editor

Welcome to the Fall issue of the VASFAA Voice and welcome back to the sounds of new students on campus and hurricanes and their aftermath. Perhaps the lead story is the broad reaching effects that the hurricanes have had on education. It was about this time last year, that I wrote about the need to consider the effects of the Iraq war on families applying for aid. Special bulletins were issued by various organizations as to how to address these issues for families whose members were called up to serve. It was pretty obvious as to how to document individuals requiring professional judgment or other accommodation. It may not be quite as obvious this year but you may see another round of requests, from unexpected sources, for professional judgment.

Just as schools in general have been affected in a variety of ways by the hurricanes, so have untold numbers of families from the islands on up to the northeast. Did you know that schools at all levels in Palm Beach County, Florida, are still closed and searching for alternatives to educate their students? Some of the Florida school systems are sending "home schooling" materials to parents. Have you ever considered teaching as a career. Now may be the time to contact the Palm Beach County School system. A personal friend, who consults for the county, provided a unique insight into one of the after effects of the hurricanes. Newly hired teachers from northern states are not returning to their teaching positions in areas like Palm Beach. When they evacuated for the second time, they stayed home. (Some of these individuals may head to graduate schools) Vacancies abound. If you have recent graduates looking for teaching positions, look no further.

Many of us in Virginia, and nearby areas, felt the hurricane's aftermath in the form of high winds, heavy rain, flooding and even tornadoes. As far away as Pittsburgh, PA (my hometown), and further north, homes and businesses were lost due to one or more of the hurricane's. The end result is that students have been affected emotionally and financially. Some of them may be attending your schools. Have you considered how to reach out to them and their families or what recourse your office or institution might provide to assist them? It is times like these that I would sensitize my entire staff to the effects of these events on our students. I always wanted my staff to understand why we might see an increase in frantic calls for assistance so that they would treat the callers with respect. In our efforts to manage the start of classes and all that comes with it, sometimes these issues don't make our front page until the first student gets to the director's or president's office. Just some food for thought.

This year marks the first year of the association's move to one conference. It will be held next May at a brand new property in Virginia Beach. The association is offering a Leadership Symposium this November as an alternative for the leadership in Financial Aid Offices to consider. Check your calendars to schedule both of these events and review our lead article for the details on the symposium. More information may be posted to the website as it becomes available.

The newsletter is participating in a new activity to support the fundraising efforts of the association. A \$25 prize per issue is being offered to any association member who submits information that gets printed in the newsletter. There is a different sponsor for each issue. Our first sponsor is Citibank for this issue. We would like to thank them for their support as

well as our sponsors for the next two issues - TERI and NSLP. The winner will be selected by random drawing and mailed a check or presented a check at the next VASFAA event. This detail is still being worked out for a final decision. VASFAA will be the sponsor for the final issue.

In our effort to offer some humor in the newsletter, we found some quotes by fao's regarding real situations that occurred in their offices that made them chuckle. One such incident happened while I was the DFA at the University of Maryland University College. You'll find it as you read on. In addition, we take a look at our obsessive relationship with email. We hope you enjoy these entries and the more vital information provided by various sources to update you on VASFAA and other topics of interest. In this regard, be sure to read the insights of Tom Morehouse and Brad Barnett regarding association activity, now and in the near future.

Thank you once again to everyone who provided material for this newsletter. Your efforts are appreciated by the entire association.

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/summer2003/page6.htm>)

(Note: Ads are only accepted from Sponsors who chose an ad in the issue of their choice, based on availability)

Submitted by Gary Spoales, Editor, Bank of America

SPECIAL NOTICE: NEW CONTACT INFORMATION FOR THE VASFAA VOICE - PHONE AND FAX NUMBERS CHANGED!!!

GARY SPOALES: PHONE - (301)942-9525; FAX - (301)942-9524

SPOTLIGHT FEATURES

[VASFAA Board Retreat Highlights](#) | [Two Special Features Based on Planning and Goal Setting for Students](#) | [National Alert](#)



The nation's leading education-loan guarantor.

Continuity Within VASFAA

Merriam-Webster's dictionary defines continuity in three different ways, but the first definition is 1 a : uninterrupted connection, succession, or union b : uninterrupted duration or continuation especially without essential change.

One of the primary goals Tom Morehouse, VASFAA President, and I established when we entered into this year is to work with the VASFAA Board, committees, and membership to provide more continuity for the association. Tom and I want to establish as much of an "uninterrupted connection" between this year's Board and next year's Board as possible. It is important that we do not begin next year trying to "reinvent the wheel."

There is a misconception among some people that in order to maintain continuity you must have the same people doing the same jobs year after year. Unfortunately, that's a myth that has been perpetuated by the lack of volunteers in specific sectors of VASFAA, and by the very nature of how some of the VASFAA positions are structured.

There are no longer any one-year elected positions on the VASFAA Board. Therefore, by the very nature of being voted to the Board a person will serve at least a two year term. This provides some much needed stability among the Board.

From a non-board perspective, I have heard comments from people saying they see the same individuals year after year in the forefront of VASFAA activities. There are several reasons for this appearance. Probably the most prominent reason is these individuals are some of the first to volunteer year after year. They show a great deal of support for VASFAA and the association has been blessed to prosper as a result of their dedication. There are also many "behind the scene" volunteers for VASFAA who are not as much in the public eye due to the nature of their volunteerism. These individuals are not as much in the forefront as others, but VASFAA could not continue without their assistance.

One of the more challenging issues we face as an association is that of volunteerism among our post secondary school members. Other state associations also deal with the same challenge. Being a part of that sector myself, I know how hard it can be to find the time to get involved in an association; although, I am very fortunate to work for an institution that supports this type of involvement.

So, how do we as an association get more of our school members to volunteer? How do we as an association help achieve more continuity from year-to-year? Will achieving the goal of having more volunteerism from our school members help with our continuity efforts? Our contention is that VASFAA can have continuity...we can have "continuation especially

without essential change.”

Here are a few examples of how your Board is working towards the accomplishment of maintaining continuity:

- This year’s Board is making decisions based on more than just the immediate needs of VASFAA and our constituents. That’s not to say that prior Boards did not look to the future as well. I am entering my fourth year on the Board and each Board I have served on has looked to the future as well as the present. However, this year’s Board has made a special effort to tie the decisions made today into where VASFAA wants to go for the future.
- The Board has voted to hold the annual conference at the Hilton Virginia Beach Oceanfront resort for the next three years. This type of structure has worked well with other associations and will give VASFAA more time to plan dynamic conferences for the membership.
- The Board has established the Leadership Initiative Fund to assist in developing future school leaders within the association. The fund will be used to provide full scholarships for selected school individuals to attend the VASFAA Leadership Symposium beginning in 2005-06. The New Professional of the Year and Committee(s) of the Year Chair(s) recipients who meet the following criteria will receive this sponsorship:
 1. Must be a paid post secondary educational institution VASFAA member in good standing
 2. Must not have held a prior Executive Board position within VASFAA
 3. Must be able to attend the entire symposium without any schedule conflicts
 4. Must continue to meet these criteria from the time the award is made through the end of the Leadership Symposium in order to receive the sponsorshipAdditionally, the Board may award additional “at large” sponsorships to this event each year.
- The Board is selecting more junior committee chairs this year than in recent years. The goal of this initiative is for the junior chairs to become the chair next year, thus providing a bridge between the years.
- The Board is asking the more experienced school individuals who hold committee positions to take the new members under their wings. This sort of mentorship is necessary to provide continuity, as it keeps the new members involved and helps educate them about VASFAA’s mission.
- The committee chairs are being asked to establish a set of standard goals that are consistent with the VASFAA Strategic Plan, which focuses on the future of our organization.

These are just a few of the efforts that have been made to help establish some continuity within the association. We are constantly looking to the future when making plans and setting goals. Before decisions are made we review the impact this will have on VASFAA next year, as well as in the years to come. In fact, some of the goals and committee work that has begun this year will be carried over into next year.

If you are an experienced school professional, find a newer professional and take him/her under your wing. I recall my earlier days in financial aid and my first exposures to VASFAA. I never had a formal mentorship relationship with anyone, but I had a host of informal mentors. There were, and still are, people within the association who saw something in me that they thought would be beneficial to VASFAA. Through their guidance, counsel, and support, I have been able to participate in a wide array of VASFAA activities.

In hind site, this was a very simple process. I think sometimes we make mentorship more complicated than it has to be. People saw something in me, presented me with opportunities, and I took some risks in getting involved. That’s the short version of how this worked, and I have grown tremendously throughout this process. If each of the current experienced school members did that for a new member, imagine the impact that would have on new member involvement.

Our desire is to have an association of continuity. I believe this is achievable if we work together. Volunteerism of experienced and new members is key to the process. Let’s work together to “keep the light shining.”

Brad Barnett

Two Special Features Based on Planning and Goal Setting for Students

1. Setting up a Spending Plan

Students who make a spending plan and stick with it can take advantage of the convenience of using credit without risking the perils of possible finance charges and fees.

Living within a budget, or a spending plan, is a matter of students putting away money now for later needs and spending no more than the amount they have left. The key is to differentiate between things they need now or in the future and those they want. These steps will help them:

- decide how much to save from each paycheck for needs like utilities, rent, and phone bills
- be realistic about payments they owe from past expenditures and how much the necessities of life cost

If your students keep these amounts in mind, or better yet, put money away in separate accounts to cover them, they'll know how much is left to spend on luxuries they want. They should resist making new purchases unless they're certain they can pay for them when the bill arrives. This practice protects them from added fees or expenses.

The bottom line: Don't let buying habits dictate saving habits. As long as students keep their long-term needs in mind, it should be easy to create a budget that helps them meet those needs and take care of their wants.

Submitted by Juan Perez, Regional Director National Student Loan Program

2. Setting Goals Is an Important Student-Retention Step

Establishing clear goals is a key to successfully implementing a plan for enhancing student retention on your campus.

Your priorities for bolstering student retention must have the support and commitment from all campus constituents — especially those involved in the development and delivery of retention strategies. The online guide "Solving the Retention Puzzle" advises that retention goals should be informed by your school's persistence data and other campus-assessment data, both quantitative and qualitative measures. Carefully examine all sources of survey data, and consider input from faculty, staff, students and administrators as you establish the following six student-retention goals:

1. Institutional goals. The best-retaining institutions focus on the effectiveness of campus-wide retention programs and services such as advising, quality service and student tracking.
2. Recruitment goals. The best-retaining institutions focus on recruiting students who have the greatest opportunities to be successful, based on past student performances.
3. Persistence goals. The best-retaining institutions may choose to focus on improving the success rates of all students or of specific groups of students, such as those in specific majors, athletes, minorities or others.
4. Student-outcomes goals. The best-retaining institutions focus on improving the quantitative and qualitative outcomes of the educational experience, such as increasing the freshman grade-point average, successfully placing students in jobs related to their majors, and increasing the percentage of students getting into the graduate programs of their choice.
5. Course goals. The best-retaining institutions focus on improving their students' opportunities for success in individual courses by monitoring the pass/fail rates for "killer"

courses, making more tutors available to support specific courses, and increasing the GPA course by course.

6. Student-satisfaction goals. The best-retaining institutions focus on both expectations and levels of student satisfaction with a goal of reducing the size of the performance gap (the difference in student expectations and level of satisfaction) for the entire student body or specific groups of students.

"Solving the Retention Puzzle" offers a retention-goal worksheet to complete for each of the goals your campus establishes, and a sample worksheet to guide the development of those goals.

The guide "Solving the Retention Puzzle" provides guidance to postsecondary institutions about enhancing persistence and graduation rates, thereby contributing to lower student-loan default rates.

Submitted by: Richard Burt, USA Funds Services

National Alert

The Department of Education suggested that this should be circulated again as school has begun.

Date: Tue, 13 Jul 2004

From: FSA Customer Support <FSA.Customer.Support@ED.GOV>

Subject: Summary: Someone impersonating a U.S. Department of Education official is offering students grants for a processing fee.

Dear Partner:

The following Electronic Announcement was posted to the IFAP web site at <http://ifap.ed.gov/>. It is being cross-posted to FINAID-L for your information

FSA Customer Service Call Center, U.S. Department of Education

Publication Date: July 13, 2004

Author: General Manager, FSA Application, School Eligibility and Delivery Services

It was brought to our attention recently that someone claiming to be a representative of the U.S. Department of Education (ED) is calling students, offering them grants, and asking for their bank account numbers so a processing fee can be charged. Specifically, the caller tells the student he understands the student has federal student loans and offers to replace the loans with an \$8,000 grant. The caller explains that a processing fee must be charged and obtains the student's checking account information.

We urge you to remind your students that there is no ED program to replace loans with grants and that there is no processing fee to obtain Title IV grants from ED. Furthermore, students should never provide their bank account or credit card information over the phone unless they initiated the call and trust the company they are calling. We recommend that you immediately e-mail or otherwise contact your current and incoming students to warn them about this scam. A student who is a victim of this or a similar scam should take the following steps:

1. Immediately contact his or her bank, explain the situation, and request that the bank monitor or close the compromised account.
2. Report the fraud to ED's Office of Inspector General hotline at 1-800-MIS-USED (1-800-647-8733) or oig.hotline@ed.gov. Special agents in the Office of Inspector General investigate fraud involving federal education dollars.
3. Report the fraud to the Federal Trade Commission (FTC). The FTC has an online complaint form at www.ftc.gov/scholarshipscams and a hotline at 1-877-FTC-HELP (1-877-382-4357; teletype for the hearing impaired: 1-866-653-4261). The FTC will investigate if the fraud is deemed widespread; therefore, it is important that every student contacted by

the person or people in question lodge a complaint so the FTC has an accurate idea of how many incidents have occurred.

4. Notify the police about the incident. Impersonating a federal officer is a crime, as is identity theft.

When filing complaints, the student should provide detailed information about the incident, including what was said, the name of the person who called, and from what number the call originated (if the student was able to obtain it via Caller ID). Additionally, if unauthorized debits have already appeared against the student's bank account, the student should mention this fact in his or her complaint. Records of such debits could be useful in locating the wrongdoer.

For information about identity theft prevention, you and your students may visit www.ed.gov/misused. For information about preventing financial aid scams, visit www.studentaid.ed.gov/lsa.

Sincerely,

Kay Jacks
General Manager
FSA Application, School Eligibility and Delivery Services



Table of Contents



Next Page



Committee Updates

[2004-2005 Committee Chairs](#) | [Awareness Committee Update](#)
[Membership Committee Update](#)

2004-2005 Committee Chairs

COMMITTEE	0405 CHAIR
Archives	Holly Rison, RMC
Awards	Sherwin Hibbets, Regent U
Awareness	Randy Craig, ECMC
Budget and Finance	Rod Moore, SW VA CC
Bylaws	Sherwin Hibbets, Regent U
Conference	Biz Daniel, National Education
Diversity	Kerrie Roth, ODU
Electronic Services	VACANT
Experienced Aid Officers	Yvonne Hubbard, UVA
Federal Relations	VACANT
Loan Issues Advisory	Mike Hawkes, ECMC
Membership	Mike Poma, Bank One/Leslie Thomas, GMU
New Century Fund	Keith Wellings, Hampden Sydney Sherrye Ward, SunTrust
Newsletter	Gary Spoales, BofA
Nominations	Sherwin Hibbets, Regent U
Photographer	Gerene Carter, Citibank
Public Relations	VACANT
SCHEV Liaison	Lee Andes, SCHEV
Secondary Schools	Pam Turner, Thomas Nelson CC
Sector Coordinator	Brad Barnett, JMU
Site Selection	Brad Barnett, JMU
State Relations	Melissa Wyatt, VCU
Strategic Plan	VACANT
Sue D. Ross Fund	Keith Wellings, Hampden Sydney Sherrye Ward, SunTrust
Support Staff Training	VACANT
Training	Debra Harber, Mary Washington University
Vendor/Sponsor	Jolene Burke, EdAmerica

Awareness Committee

Awareness Committee Exhibitors at VHEA Annual Conference

Members of the Awareness Committee served as VASFAA exhibitors at the Virginia Home Education Association (VHEA) annual conference on August 27 – 28 held at the Science Museum

of Virginia in Richmond, VA. The conference, attended by approximately 300 families, is the annual gathering of home school students. The conference planning committee and attendees were eager to learn all they could about the services available to them through VASFAA and the financial aid programs available in Virginia for home schooled students.

The VASFAA booth was manned by Henrietta Anderson (Beta Tech – West) and Linda H. Woodley (SCHEV), Awareness Committee chair. Over 120 families visited the booth seeking information on VASFAA and financial aid. The committee members emphasized the services offered by VASFAA, including the speakers' bureau, the on-line financial aid assistance, and the guidance counselor workshops held each year. The conference attendees were most excited about Super Saturday, scheduled for Saturday, January 29, 2005. They were eager to get free, professional assistance in completing the FAFSA.

Belinda Hill (University of Richmond) represented VASFAA on a panel that discussed college and the home schooled student. Belinda addressed several admissions and financial aid related questions, particularly about Virginia graduation requirements, minimum admission requirements for Virginia colleges, Virginia and federal financial aid programs and the priority filing dates of Virginia colleges and universities. The conference attendees were pleased to see that most of this information was available in the Opportunities publication each received.

Hope Jackson with ECMC designed the VASFAA exhibit booth. She included a hand-drawn lighthouse keeping with VASFAA's theme for this year. Conference attendees were given the 2003-04 Opportunities along with a flyer telling them how to request the 2004-05 version when it becomes available in mid-September, which is co-sponsored by VASFAA, SCHEV and ECMC. They also received several U.S. Department of Education publications and hand-outs providing them with websites to obtain information on college admissions, financial aid and scholarship opportunities.

The conference planners were very happy to have VASFAA represented at their conference and commented that they hope that this is the beginning of a new partnership for both groups. Special thanks go out to Henrietta Anderson, Belinda Hill and Hope Jackson for all they did to make this exhibit possible.

Membership Committee

Registration has begun!! Thank you to everyone who has already registered. Once again, you can register to be a VASFAA member at www.vasfaa.org

Although our annual conference is not until May 2005, we are asking members to complete their membership now. In addition, please encourage new staff members to become involved in the association. Remember, we are VASFAA. And don't forget, in order to serve on a committee, you must be a paid VASFAA member.

As the year progresses, we'll continue to update you on membership and the annual conference.

Submitted by Chairs: Michael Poma and Leslie Thomas

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

- ▶ [Article Deadlines](#)

[Table of Contents](#)

SPECIAL REPORTS

30th Annual NSEA Conference Work and the College Student Co-Hosted by Northeast Association of Student Employment Administrators

Taking place in beautiful Boston Massachusetts November 8-11, 2004

Does your office administer student employment programs: federal work study, college work study, job location and development? If so, you may want to consider sending a representative to the National Student Employment Administrator's (NSEA) annual conference. This year's national conference is co-hosted by the Northeast Association of Student Employment Administrators (NASEA), and will be held November 8-11, 2004 in Boston. Attending this 30th annual national conference will give you the opportunity to meet colleagues in the student employment field and to exchange ideas on program administration. Early birds at the conference can sign up to attend the Student Employment Essentials training - a nuts and bolts overview of legal issues, interviewing and selection, student and supervisor training, marketing and job development, international student issues, career development, federal work study and off-campus programs. These "hands-on" workshops immerse participants in all aspects of running a successful student employment office and provide a framework for you to sharpen existing skills and acquire new ones. Expert trainers will provide you with well-researched, practical information you can apply immediately. For more information on the conference and SEE training, please visit their web site: <http://nseastudemp.org/conferences.asp>

Submitted by Linda Miller, James Madison University



[Table of Contents](#)



[Next Page](#)



PEOPLE & PLACES IN THE NEWS

Bank of America announces: the promotion of Gary Spoales to Mid-Atlantic Regional Manager and the welcome addition of Cissy VanSickle, formerly of the University of Maryland at Baltimore.

From Virginia Tech

NEW HIRES:

Rachel Elswick is a new counselor at VT. She began in July and her previous experience was at National College of Business in Roanoke. She is a welcome addition in serving our large population of aid applicants and has many "light-bulb" moments as she observes our processes and how they compare to her previous experiences!

Jennifer Rudisill, a new assistant counselor, has transferred from the Office of the University Bursar to OSFA at VT. Jennifer previously managed the day-to-day activities of the Federal Perkins Program and was absolutely certain from her experience that her future "calling" is the financial aid profession! It is always exciting to meet a newcomer to this profession that has caught the fever to prove success in helping students.

Heather Francis, a new assistant counselor, also transferred from the Office of the University Bursar to OSFA at VT. Heather has served as a cashier and coordinated training activities for the cashiers at VT. On her first day on the job, Heather began to demonstrate her organizational strength - as she is being trained, she is updating the assistant counselors desk-top notebooks on procedures!

PROMOTIONS:

Dawn Brown has been promoted from Assistant Counselor to Counselor at VT. Dawn enjoys working with students and families and is particularly attentive to the unique needs of each situation presented. She looks forward to new challenges as she grows in her career!

BIRTHS:

Karen Gallagher, Assistant Director for Counselors, gave birth to her son, Keegan, on June 9, 2004. It is wonderful to have a newborn in the office again! Our best wishes to Karen and her family.

From CLC: Mike and Monique O'Grady had a 4 pound baby boy, 2 months early but healthy! Congratulations!

From Academic Management Services Corp. (AMS) is pleased to announce that Will Travis, of Hampton, Va., has been named account manager for their southern region. Travis will be responsible for developing and maintaining AMS business relationships with campus Financial Aid offices in the Virginia, North Carolina and Historically Black College and University (HBCU) markets. He comes to AMS from ITT Technical Institute, Va., where he served as director of finance. Prior to that, Travis was financial aid counselor at Virginia Commonwealth University.

From SCHEV - Linda H. Woodley, formerly of ECMC, is now the Certification Manager for the State Council of Higher Education for Virginia. She manages the certification process for private and proprietary schools in Virginia. She can be reached at 804-371-2938 or via e-

mail at lindawoodley@schev.edu.

From DeVry - On August 15 2004 Marie Bennett celebrated (really!) 30 years in the student finance business. DeVry University, Arlington, Va hired new Student Finance Advisor, Karen Brown, formerly of the loan mortgage industry.

From Old Dominion University - Betty Diamond, director of FA at ODU retired as of June 30, 2004. Veronica Finch, previously served as associate director, will be acting director.



[Table of Contents](#)



[Next Page](#)



THEN AND NOW: REFLECTIONS ON THE PAST & PROFESSIONAL OPPORTUNITIES

From the VASF^{AA} Archives:

What Academic Year Was It?

Can you guess what academic year this all happened? The answer to the question will be in the next issue of the VASF^{AA} Newsletter.

Come on, won't you play along?

All this happened during this academic year:

The VASF^{AA} Loan Committee was established by the Executive Board in order to enhance the relationship between the aid community, lenders and the State Education Assistance Authority. The first charge given to the committee was to work toward developing a single Virginia loan application by the next academic year.

The VASF^{AA} Executive Board decided to "protect" the association by recommending Incorporation to the membership.

The Fall Conference was at the Ramada Inn in Charlottesville and the Spring Conference was at the Lynchburg Hilton. Our program chair was Marvin Ragland of Longwood College.

The Minority Affairs Committee's prime objective for this year was to complete and publish a brochure geared towards the minority student. Cynthia Hunter of the Education Opportunity Center in Virginia Beach was the chairperson.

Our 4th Annual Awareness Campaign was scheduled for the weeks of January 16th through January 31st. The committee had a Hotline, awareness posters, press releases and a governor's certificate of recognition. The governor at the time was Charles Robb (that's a hint).

Have you guessed the year? Let me help you out some more....

Rita Bodie (GMU) was our President, John McRae (Roanoke College) was our Vice President, Steve Stocks (Virginia Wesleyan) was our Secretary and Larry Ewing (VWCC) was our Treasurer.

Here are some historical events that happened during this academic year:

- Benigno Aquino of the Philippines was assassinated in Manila.
- US President Ronald Reagan invades Grenada.
- US Marine Barracks in Beirut, Lebanon was bombed killing 241.

· Marvin Gaye was killed by his father.

I hope you have enjoyed playing along. I will publish the answer to this question in the next issue of the VASFAA Newsletter.

Is that you final answer?????

Submitted by Holly Rison, VASFAA Archivist, Randolph Macon College

Professional Opportunities

Information Technology Specialist I, Financial Aid Office Richard Bland College

Richard Bland College of the College of William and Mary has an immediate opening for the position of Information Technology Specialist I. Located in Petersburg, Virginia, Richard Bland College is a two-year Junior College with approximately 1,400 students.

The Information Technology Specialist I will serve as systems coordinator of the Banner Financial Aid System. Duties include acting as liaison to the Office of Information Technology; coordinating testing and functionality of systems enhancements; managing financial aid records in Banner utilizing EDE and EDconnect software; developing reports from Banner; performing fundamental financial aid procedures and functions.

The position requires the candidate to communicate effectively and to provide financial aid counseling for students and parents. Must have a demonstrated ability to manage an integrated financial aid computer system (experience with Banner is desired). Prefer candidates with knowledge of financial aid rules and regulations, with the ability to interpret complex rules to ensure compliance and accuracy, and with proficiency in Microsoft Access and Excel.

Graduation from an accredited college or university with course work in information systems, business or a related field, or considerable experience working with automated systems is required. Position - Pay Band 4. Salary - Commensurate with experience.

Interested applicants must complete the Commonwealth of Virginia application for Employment (DPT Form 10-012) and return it to the Human Resource Office, Richard Bland College, 11301 Johnson Road, Petersburg, Virginia 23805 no later than 5:00 p.m., Friday, October 8, 2004. Position available as soon thereafter as possible.

Richard Bland College is an AA/EEO Employer.

Regional Training Executive USA Funds Services

Website Address: http://www.salliemae.com/jobs/jobsearch_frame.html

Salary: Negotiable

Location: Home Office in EASFAA region, CT

Deadline Date: Until Filled

Description: The Regional Training Executive serves as a source of contact on USA Funds training issues for school customers. Acting as an expert resource to school customers and marketing field staff, the executive performs a wide variety of functions. Major activities include the planning, preparing, and presenting standard and customized training programs for schools. In addition, the Regional Training Executive supports sales staff build and maintain relationships. This is accomplished by monitoring trends and participating in enhancing schools' internal training programs. Training topics include federal financial aid topics, and other topics to help support customers such as customer service topics. The purpose of the training programs is to educate customers on financial aid topics and USA Funds products. The Regional Training Executive's efforts assist in

supporting the USA Funds' overall marketing effort by helping financial aid administrators in the performance of their duties.

1. Provide training services within the assigned region of the United States. Travel requirement up to 70%. 65%
2. Maintains a thorough working knowledge of federal rules and regulations and USA Funds policies and procedures, 15% as well as operational procedures.
3. Develops training tools for USA Funds customer training programs. 10%
4. Participates in and occasionally leads training project teams. 5
5. Performs all other duties as assigned

Qualifications: Bachelor's degree

MUST HAVE:

- o Three (3) years experience as a financial aid administrator at a post-secondary educational institution.
- o Two (2) years experience in a position where formal training, teaching or public speaking was a job requirement.
- o Two (2) years experience in a position requiring project planning and management.
- o One (1) year experience in a position requiring direct or indirect departmental financial accountability.
- o Successful customer contact experience.
- o Prior comprehensive course development experience preferred.
- o Demonstrated experience in training manual development preferred.

Electronic Resumes: Yes

Instructions: Go to http://www.salliemae.com/jobs/jobsearch_frame.html to view further details and apply

CONTACT INFORMATION: <http://www.salliemae.com/jobs/>

**Director of Student Finance
DeVry University**

The Arlington,VA campus of DeVry University seeks a Director of Student Finance. Candidate will be responsible for the leadership and management, fund management, quality assurance, customer service, receivable and default management and financial aid processing. Must be able to multi-task, work under pressure, have strong customer service and computer skills and be detailed oriented. Candidates must possess the following:

- * Bachelor's Degree required, preferably in Business, Accounting or Finance. Master's preferred.
- * Five to ten years of student finance experience.
- * At least 3 years of progressively responsible experience in student finance within an educational environment.
- * Minimum 2 years of experience supervising operations of a student finance department (experience with proprietary educational institutions preferred).

We offer a competitive salary and a comprehensive benefits package.

Please submit your resume in confidence with salary requirements to:
<http://www.devry.com/careers>

DeVry University, a division of DeVry Inc., is a regionally-accredited international higher education leader offering Master's, Bachelor's, and Associate's degree programs in technology, business, and management. It is comprised of 24 university campuses and 45 adult learning centers in the United States and Canada, including DeVry University Online.

Director of Financial Aid

King College

King College, a Presbyterian-affiliated comprehensive college located in Bristol, TN invites applications for the position of Director of Financial Aid.

The Director of Financial Aid administers King College's financial aid program by utilizing college resources to maximize enrollment while maintaining full compliance with all federal, state, and College regulations, policies, and procedures. The Director of Financial Aid must work with co-workers, faculty, staff, students and their families, Federal loan lenders and guarantee agencies, the Department of Education, high school counselors, other financial administrators, and the community to provide efficient financial aid services.

Reports to: Associate Vice President of Enrollment Management

Qualifications:

Successful candidates for this position will have:

- A minimum of 3 years experience in higher education financial aid.
- A bachelor's degree in related field. Candidates with higher degree completions will be given preferred consideration.
- Comprehensive knowledge of the PowerFaid's Financial Aid software including annual setup, routine processing, data import and export functions.

Considerable knowledge of financial aid programs and compliance issues, enrollment management, and budget administration.

Familiarity with managerial and policy formulation.

Proficiency in data analysis, research and spreadsheet modeling.

Outstanding communication (both oral and written) and presentation skills.

Demonstrated ability to work independently and to maintain confidentiality where appropriate.

An advisory committee will begin reviewing applications on October 18, 2004.

Expressions of interest including a resume and names of five references should be sent to:

Carol Green
King College
1350 King College Road
Bristol, TN 37620
csgreen@king.edu
www.king.edu

DID YOU KNOW?

[The New ERIC | A Conversation on Tuition and Affordability](#)

So You'd Like To Do Some Research An Introduction to the New ERIC

If you want to do some research, one place to start is the national database maintained by the ERIC, the Education Resources Information Center at <http://www.eric.ed.gov>. ERIC is digital library of education-related resources and reference materials sponsored by the U.S. Department of Education's Institute of Education Sciences. The new ERIC library, which opened to the public on September 1, 2004, consists primarily of bibliographic records of journal articles and other reports on elementary, secondary, and postsecondary education.

Currently, the ERIC database includes references to more than 1 million education-related journal articles, reports, and other publications published from 1966 to 2004. Each bibliographic record contains the name of the author of the article or report, the original source of the article (such as the name of the journal or magazine in which the article was originally published), an ERIC identification number that can be used to retrieve the article from any federal depository library, and an abstract or short summary of the article. In future years, the ERIC database will contain a direct link to the full text of selected articles and the collection will expand to include other electronic resources, such as audio or video materials.

The new ERIC database allows users to conduct both "basic" searches and "more advanced" searches. A "basic" search allows users to search for articles or reports on one generic topic using some simple search terms. Search terms include a keyword (or subject), author, and ERIC identification number. To do a simple search, users should go to the ERIC search screen, then in the "Search" field select a Keyword, author, or ERIC identification number of an article, then in the next field select the particular subject or article for which you are searching.

For example, if you were looking for articles on "Pell Grants" you would select "Keywords" in the Search field then in the field next to it you would type "Pell Grants." Be sure to use quotation marks around the words Pell Grants so that your search is limited to the subject Pell Grants. Then select the "Search" button on the bottom of the page to begin your search. Your screen will then show all of the article available on Pell Grants from 1966 to 2004, with a short summary of each article, the author's name, the journal or magazine in which the article was published (if applicable), and the ERIC identification number to use to retrieve the full article. A list of possible keywords or subjects covered by ERIC is available from the ERIC Thesaurus.

If you would like to conduct a basic search for all articles from a particular author, you should type the author's last name, first name, and middle initial if applicable. For example, for articles by John A. Smith, you would select "Author" in the "Search" field, then type "Smith John A" in the field next to the Search field (no commas or period are necessary in author searches). Be sure to include quotes around the author's name.

An advanced search may be used to narrow your search to a more specific subject or author you seek. Say, for instance you only want articles on Pell Grants that were published by John A. Smith. In this case, you would select "Advanced Search" from the

ERIC search screen, then in the first search option you would select Keyword and type in "Pell Grants" and in the second search option box you would select Author and type in "Smith, John A." The advanced search screen also allows users to narrow the years of their search. If, for instance, you wanted articles from only 2000 to 2004, you would select these years in the "Publication Date" fields.

The Advance Search page also allows for searches using Boolean logic. Operators AND, OR, and NOT may be used in between each field to create a more complex Boolean search. These operators may be used for searching articles on "Pell Grants" OR "Student Loans".

Here are a few suggestions for helping with your ERIC searches:

Suggestion #1: Start your search broadly, worry about the details later.

When you enter keywords into the ERIC search engine, try to think of your question in general terms. Overly specific searches tend to result in few, if any, hits. Also, if you define your search too narrowly, you may miss useful information because it didn't fit within your specific search. For example, if your question is "What is the Stafford Loan default rate of students in Ohio?" you may enter "Stafford Loan," "default rate," and "Ohio" as your keywords. This search, however, would result in very few articles. If you define your search more broadly, you may only enter "Stafford Loan" and "default rate," which would result in more hits. Also see the Thesaurus for help in defining your search.

Suggestion #2: If a search isn't working, think of another way to state your question.

For example, if you want to know the amount of federal funding provided to public colleges, you may enter "federal funding" and "public colleges" as your keywords. While this search will provide you with 25 sources, you may find even more references if you used synonyms for "public colleges," such as "public universities" and "public institutions."

Suggestion #3: When in doubt, use the ERIC help features.

The "Help" link on the ERIC Home page has a more information on many of the database features and provides:

General search tips.

Help with basic searches.

Help with advanced searches.

Displaying search results.

Narrowing search results.

Answers to frequently asked questions.

We hope the ERIC database helps you with your research needs.

By Kenneth Redd, NASFAA Director of Research and Policy Analysis

COLLEGE BOARD CONVENES "A CONVERSATION ON TUITION AND AFFORDABILITY"

On Friday, August 6, the College Board led a small working group of key congressional education staff, national higher education organizations, and representatives of the U.S. Department of Education (ED) in an initial meeting to explore the many issues surrounding tuition, net price, and affordability. Policy experts Drs. Donald E. Heller, senior research associate at the Center for the Study of Higher Education, Pennsylvania State University, and Jamie Merisotis, president of the Institute for Higher Education Policy assisted in guiding participants through the policy session.

During the discussion, attendees raised a number of concerns, including the following: the lack of financial aid information available to low-income and non-traditional students, the complexity of the financial aid system and the difficulties it causes families, tuition

levels, the role of net price and the availability of information about it, the lack of early intervention in the financial aid process, and the dearth of policy knowledge from the 1998 Higher Education Act Reauthorization process informing preparations for the upcoming bill. The College Board also offered attendees a preview of a new supplementary report that it will release with the 2004 Trends reports, which will be available in October. The new report will provide information on the social and individual benefits associated with higher education and document differences in participation among demographic groups.

The College Board plans to host a series of policy discussions over the next several months as Congress revisits reauthorization of the Higher Education Act. For more information, please contact the College Board Office of Government Relations at 202 741-4700.

Reprinted from the College Board Weekly newsletter



[Table of Contents](#)



[Next Page](#)



NASFAA NEWS

NASFAA's New LearnStudentAid.org is Accepting Students for October 1 and Beyond

On-line classes off to a great start

Washington, D.C. (September 24, 2004) – LearnStudentAid.org, NASFAA's new learning community on the Web, is now accepting on-line enrollment from individuals at NASFAA Member institutions for classes that will begin October 1, 2004 and beyond.

Enrollment for the September 1 classes was very encouraging with over 50 learners and 10 experienced aid administrators serving as mentors. "We are very pleased with the response to LearnStudentAid so far," said Ellen Blackmun, the program's director. "There is a real need for more training options in the financial aid community and we believe LearnStudentAid is going to help fill that void."

The four initial course offerings, which together constitute the "Financial Aid Fundamentals" series, include:

FA 101: Overview of the Student Financial Aid Programs

FA 102: Application Processing

FA 103: Cost of Attendance

FA 104: Need Analysis

These courses are designed for new aid administrators and support staff members who need to understand the basics of student financial aid administration, but may also appeal to those with more experience who need a refresher.

"This is a great opportunity for new aid administrators to become part of the NASFAA community and feel connected to others in the profession," says Blackmun. "When you first start out in financial aid, you don't always know where to go for help or answers to questions. We believe LearnStudentAid is going to make a big difference in how new aid professionals tackle the first years on the job."

About The Program

Courses begin once a month, on or about the first of the month. Each individual who enrolls will be assigned to a small group of learners with whom he or she completes lessons and participates in Web-based discussion forums. Individuals also take quizzes on the content in those lessons and monitor their own progress through the courses.

Learners will be supported by NASFAA staff and by volunteer mentors from NASFAA Member institutions who will share their experience and expertise with those in training. Learners will be given NASFAA Web IDs and passwords, if they don't already have them. Also, learners will have access to the NASFAA Encyclopedia on the Web while enrolled.
Pricing

The introductory price for the package of four courses (FA 101, 102, 103, and 104) is

\$240.00. To qualify for the package price, the individual must enroll in all four courses at the same time, pay for them at the same time, and take each class in the recommended order.

Enrollment in individual courses and/or in a customized schedule will be at the rate of \$65 per course. Enrollment on a customized schedule is limited to 2 courses per month.

How to Enroll

Complete the on-line registration form found under "How to Enroll" at LearnStudentAid.org.

Print and submit (by fax or postal mail) the Payment Form. Include a check or credit card information (Visa or MasterCard only).

Individuals will be assigned to specific courses once payment or an institutional purchase order is received and processed.

Enrollment in courses will be confirmed via e-mail to the individual enrolling in the courses.

Access to courses is granted on the date the first course begins.

Additional details about the program are available at LearnStudentAid.org. If you have questions, please email LearnStudentAid@nasfaa.org or call 202-785-0453 ext. 161.

The National Association of Student Financial Aid Administrators (NASFAA) is a nonprofit membership organization that represents more than 10,000 financial aid professionals at nearly 3,000 colleges, universities, and career schools across the country. Based in Washington, D.C., NASFAA is the only national association with a primary focus on student aid legislation, regulatory analysis, and training for financial aid administrators. Each year, members help more than 8 million students receive funding for postsecondary education.

Submitted by Mindy Kaplan Eline, NASFAA



Table of Contents



Next Page



INTERESTING "STUFF" FOR YOU

You know you're living in 2004 when...

1. You accidentally enter your password on the microwave.
2. You haven't played solitaire with real cards in years.
3. You have a list of 15 phone numbers to reach your family of 3.
4. You e-mail the person who works at the desk next to you.
5. Your reason for not staying in touch with friends and family is that they don't have e-mail addresses.
6. You go home after a long day at work, and you still answer the phone in a businesslike manner.
7. You make phone calls from home, and accidentally dial "9" to get an outside line.
8. You've sat at the same desk for four years and worked for three different companies (Hope we're not describing your lender rep).
10. You learn about your redundancy on the 11 o'clock news.
11. Your boss doesn't have the ability to do your job.
12. You pull up in your own driveway and use your cell phone to see if anyone is home.
13. Every commercial on television has a website at the bottom of the screen.
14. Leaving the house without your cell phone, which you didn't have the first 20 or 30 (or 60 years) of your life, is now a cause for panic, and you turn around to go and get it.
15. You get up in the morning and go online before getting your coffee.
16. You start tilting your head sideways to smile. :)
17. You're reading this and nodding and laughing.
18. Even worse, you know exactly to whom you are going to send this message.
19. But you are too busy to notice there was no #9 on this list.
20. You actually scrolled back up to check if there was a #9 on this list.
21. You get up to go to the bathroom in the middle of the night, and you check your e-mail on the way back to bed.

AND NOW U R LAUGHING at yourself.

QUOTES OF INTEREST

I once had a rose named after me and I was very flattered. But I was not pleased to read the description in the catalogue

"No good in a bed, but fine against a wall." ~Eleanor Roosevelt

The secret of a good sermon is to have a good beginning and a good ending; and to have the two as close together as possible. ~George Burns

Santa Claus has the right idea ... Visit people only once a year. ~Victor Borge (If only difficult students practiced this courtesy)

Only Irish coffee provides in a single glass all four essential food groups: alcohol, caffeine, sugar and fat. ~Alex Levine (The new VASFAA drink!?)

Don't go around saying the world owes you a living. The world owes you nothing. It was

here first. ~Mark Twain

I don't feel old. I don't feel anything until noon. ~Bob Hope

We could certainly slow the aging process down if it had to work its way through Congress. ~Will Rogers

Maybe it's true that life begins at fifty..... But everything else starts to wear out, fall out, or spread out. ~Phyllis Diller

By the time a man is wise enough to watch his step, he's too old to go anywhere. ~Billy Crystal

Humor in the Financial Aid Office

A young man came into the office one day and placed a rolled up paper on my desk, saying he was an independent student and had the papers to prove it. The "paper" turned out to be a sonogram of his unborn child.

Carolyn Mabee, Iowa State University

But Did He List the Employer's Phone Number?

When I started in student aid, it was my job to proofread student loan applications . Most errors seemed to occur in the reference sections, where students would omit street addresses or forget to list telephone numbers. I was greatly amused, however , by a young man who listed his father as one of his references. On the first line, he had neatly written his father's name, Rev. John Doe. On the line requesting his father's employer, he had simply written, "God."

Roberta Johnson, Iowa State University

Okay, You're Not Too Fat...

I once worked in an aid office where a significant number of our students were active-duty military. While talking on the phone with one of these students, our counselor wrote the student's name and address on the front of the envelope, then jotted herself abbreviated notes on the back of the envelope as a reminder of what to enclose . He needed a military untaxed income form ("mil"), two financial aid transcript forms ("2 fat") and a promissory note ("loan"). About a week later , the counselor received a call from the president's office. Apparently, the student had filed a complaint against the counselor for calling him "militant, too fat, and a loon!" (John reports that the student was actually very understanding when he learned the full explanation.)

John H. Middendorf, Pennsylvania Higher Education Assistance Agency

Editor's Note: I Remember It Well! This happened on my watch at The University of Maryland University College. It is retold here by one of my former staff members.

Borrowed from Colleagues Around the Country

VIRGINIA IN THE NEWS

ECMC, SCHEV and VASFAA Partner on Opportunities

The 2004-2005 edition of *Opportunities*, a publication targeting high school students with information regarding postsecondary education, is now available. In previous years ECMC and the State Council of Higher Education for Virginia (SCHEV) have sponsored this publication. The new edition adds another sponsor – the Virginia Association of Student Financial Aid Administrators (VASFAA). ECMC, SCHEV and VASFAA collaborated in November 2003 on another college access project – the Awareness Summit (ECMC Update, December 2003).

The 2004-2005 *Opportunities* not only updates the information contained in previous editions, but also adds new topics. New or significantly changed sections include: How to choose the right college; The components of college costs; Federal financial aid programs; A sample award letter; Rights and responsibilities as a college student. Copies of *Opportunities* may be ordered by sending an e-mail to opportunities@ecmc.org. Please include the number of books wanted as well as a delivery address and contact telephone number.

Provided from the ECMC Update, September 2004, with permission.

[Table of Contents](#)[Next Page](#)

SASF~~A~~A NEWS

I trust everyone has had a profitable Summer and is geared up for a relaxing Holiday Season ahead.

As the semester has begun, and you are all looking forward to completing the FISAP and Pell Grant reconciliations for September 30, it is also time for us to begin thinking of future leaders for our regional association, the Southern Association of Student Financial Aid Administrators (SASF~~A~~A). As VASF~~A~~A's representative on the SASF~~A~~A Nominations and Elections Committee this year, I am forwarding to you as a reminder the e-mail that Ron Day, SASF~~A~~A Past President and Chair of the Nominations and Elections Committee, sent on August 24 to SASF~~A~~A-L subscribers.

Please consider nominating one of our VASF~~A~~A colleagues for the positions listed below. We are fortunate this year, 2004-2005, in that we have two of our own serving on the elected Board of SASF~~A~~A--Guy Gibbs of NVCC as President-elect, and Zita Barree, of Edamerica (formerly of VCU) as Vice President. Let's see if we can keep up the good record of having top people on the SASF~~A~~A ballot for 2005-2006!

Please submit your nominations to me as soon as possible. The committee will be meeting on October 15-16. Thank you!

P.S. Please also start thinking about potential nominees for VASF~~A~~A's ballot. More to come on this very soon.....

Sherwin Hibbets, Regent University

Mark your calendars now! The 2005 SASF~~A~~A Conference will be held at the Atlanta Hyatt Regency Hotel (downtown) from February 13 – 16, 2005. Hotel reservation and outline agenda information is already posted on the SASF~~A~~A web site (www.sasfaa.org) in the Conferences section. Additional information, including a more detailed 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:

Brent Tener, Conference Committee Chair
b.tener@vanderbilt.edu

Dorenda Adams, Alabama representative
dadams@asunet.alasu.edu

Yolanda Adams, DOE representative
yolanda.adams@ed.gov

Jolene Burke, Virginia representative
jburke@collegeloan.com

Lori Dial, Kentucky representative
lori.dial@murraystate.edu

Ron Gambill, Hotel Liaison
rgambill@edsouth.org

Wendy Hutchins, Mississippi representative
wendy.hutchins@slma.com

Lisanne Masterson, 2006 Conference Chair
lisanne@brevard.edu

Lisa Mitchem, Georgia representative and Local Arrangements Co-chair

lisa.mitchem@finaid.gatech.edu
Cara Suhr, Tennessee representative
csuhr@nashville.tec.tn.us
Wanda White, North Carolina representative
whitew@ncccs.cc.nc.us
Bill Whitlock, South Carolina representative
whitlockwh@cctech.edu
Rick Wilder, Florida representative
rick_wilder@sfa.ufl.edu
Todd Woodlee, Local Arrangements Co-chair
toddw@nslp.org



Table of Contents

