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## Survival Knowledge From... Nominations and Elections Committees

*Submitted by:* Tom Morehouse, Nominations and Elections Chair



Submit articles to  
**Gary Spoales**,  
Newsletter Editor

IMMEDIATE  
FEEDBACK  
REQUESTED

### Newsletter Survey

Please reply with your perspective on the usefulness and appeal of the newsletter for you.

1. Do you share with others in the office?
2. Is the newsletter informative?
3. Does it meet your needs of providing VASFAA information updates to you?
4. What other topics would you like to see covered?
5. Are 4 issues a year too many, too little or about right?

Respond to **Gary Spoales** with your input for future planning.

### VASFAA Seeks Nominations for Board Positions and Awards

The Nominations and Elections Committee is chaired by the Immediate Past President of the Association. One of the objectives of this committee is to seek nominations from the membership for viable candidates for the upcoming board vacancies. For the 06-07 year, the membership will be electing two representatives-at-large, a Treasurer-elect and a President-elect.

Here's some FAQs about our process:

**Q:** May I nominate myself?

**A:** Yes!

**Q:** May I nominate my colleague?

**A:** Yes, but the committee requests that you ask the person you wish to nominate if they are willing to run and to serve in the position for which you are nominating them.

**Q:** May I nominate more than one person?

**A:** Yes.

**Q:** I'm interested in becoming more involved with VASFAA, but I'm concerned that I won't have enough time to work on the Board. How much time is involved?

**A:** Involvement in VASFAA does require a commitment of time, but it's time that shouldn't be any more intrusive than any other volunteer commitment. The Treasurer requires some devotion of time especially during the Spring as the annual conference approaches. The Presidency requires a commitment both by the individual and their institution, as there is a not only the VASFAA aspect, but also the SASFAA requirements to participate as a member of their board.

**Q:** How many times does the Board meet?

**A:** Generally the Board meets five times each year, as follows:

Board Retreat, June

Board Summer Meeting (budget finalization): August

Board Fall Meeting (in conjunction with Fall VASFAA event): October/November

Board Winter Meeting (in conjunction with General Assembly visit) January/February  
Board Spring Meeting (in conjunction with Spring VASFAA event): May

**Q:** What does a representative-at-large do?

**A:** Each serves as a commissioner to the committees assigned to the representative. The commissioner oversees the committees and serves as an ex-officio member. Committee assignments to each commissioner generally change each year, so it's difficult to predict what committees will be assigned to which commissioner.

**Q:** How do I nominate someone?

**A:** Send the name to Tom Morehouse, [thomas.morehouse@nelnet.net](mailto:thomas.morehouse@nelnet.net), any VASFAA Board member or Nominations and Elections committee member.

**Q:** How can I promote my candidacy?

**A:** VASFAA doesn't permit promotional materials nor campaigning. During the annual business meeting, each candidate is given the opportunity to address the membership (not to exceed three minutes).

The Committee also seeks nominations for candidates for the VASFAA Life Member, Excellence, Service and New Professional of the Year Awards.

The **Life Member Award** is the highest honor the Association can bestow upon any person.

**Criteria For Selection:** The recipient of this award must have rendered truly outstanding service to the Association or the financial aid profession. Outstanding service demonstrated through state, regional, or national Association officer or committee leadership, authorship of professional publications, professional training, efforts to secure financial support for the work of Association goals and objectives for furthering the opportunity of Virginia's post secondary education population might be used as a basis for identifying life member nominees. This reference does not preclude consideration of those outside the membership of VASFAA.

Life members, with the exception of voting privileges, are granted all rights afforded any member in good standing with the Association. Should the Life Member classification be granted to a member in good standing, that member shall retain his/her voting privilege as long as the membership status is maintained as defined by the Association's By-Laws.

Life members shall be assessed no membership dues and shall be encouraged to participate fully in all Association activities. In recognition of past service, Life Members of VASFAA, who are not practicing Financial Aid Administrators, are entitled to complimentary registration at VASFAA conferences.

Second to Life Membership, the **Excellence Award** is one of the highest recognitions bestowed by the Association.

**Criteria For Selection:** The recipient must have made an outstanding contribution that furthers the goals of VASFAA. The nomination must be made by a member in good standing and accompanied by a statement justifying the award (accomplishments, services, etc.) and by three written endorsements of the nomination from three other current members of the association. The endorsements can be in the form of e-mails. The recipient must be a practicing aid administrator who is a member in good standing. Current Board members are excluded from consideration.

The **Service Award** is one of the highest awards bestowed by the Association.

**Criteria For Selection:** The recipient must have made significant contributions which further the goals of VASFAA or have been responsible for an achievement of momentous importance. The recipient is someone who is not an active aid administrator; e.g., college president, legislator, agency representative, or private citizen. Nominations are accepted only from members in good standing, and must be accompanied by a statement justifying the award (accomplishments, services, etc.) and by three written endorsements of the nomination from three other current members of the association. The endorsements can be in the form of e-mails

The **New Professional of the Year Award** is presented to select new members within the first four years of membership in VASFAA.

**Criteria For Selection:** This award is given in recognition of exceptional and enthusiastic service to a person who has been a member of VASFAA from one to four years and to encourage other new members to take leadership roles in VASFAA.

Please consider this call for nominations and support your professional organization by participating in its governance or recognizing the outstanding contributions of your colleagues.

Thanks!

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## Editor's Embellishments

*Submitted by:* Gary Spoales, Editor, Bank of America

### A SPECIAL Editor's message to VASFAA:

At 1:11 am from room 11 on 10/15/05, my first grandchild, Charles Anthony Spoales announced his presence to the world. Weighing in at 8 lbs 4 oz, and 20 3/4 inches, little Tony (my words so don't get me in trouble), finally arrived. Mom and Dad had been in the hospital since before 11 am or maybe earlier and the proud grandparents arrived just before 3 pm and got home around 2:35 AM. This is the best tired you can ever feel.

Since day one of Jeremy and Erin's union, the Schmoll and Spoales families have bonded as one and the legacy begins with the birth of the 2 families namesake Charles Anthony Spoales. We all waited together at the hospital and went to dinner together when it was clear that the wait was going to be long. Little did we ever guess how long.

Charles and Anthony are the names of Erin's and Jeremy's grandfathers and a fitting tribute to great men who molded wonderful and loving families. I couldn't be prouder than to be a part of little Tony's future. We got to see him around 2 am and the world melted away.

Speaking of the world, when I got home, I called my daughter Kristen in Brazil who had just met Rob Schneider. He is staying in the same house where Kristen is living right now in Salvador. She was beaming at 1:40 am her time and 2:40 our time over the news of her first nephew.

Thank you all for your prayers and good wishes. The best is yet to come.

Welcome to the Fall issue of the VASFAA Voice – the first issue of the 0506. This issue focuses on Leadership Development. VASFAA is committed to continuing the Leadership Symposium program that it started last year. You will find information for your participation in the Committee Reports Section. In addition, the Nominations and Elections Committee is busy identifying candidates for VASFAA leadership positions. Tom Morehouse, our past president is leading this effort.

The Newsletter Committee is still seeking a willing participant from the Private Career School sector to join our committee. If you are interested, please contact me directly at 301-942-9525 or via my email address below.

Although we asked for feedback on school and vendor activities related to supporting Hurricane Katrina (followed by Rita), we only had a few members willing to share their stories. They are published in the newsletter for your information. We know that many of you were overwhelmed at the time this information was solicited. If you would be interested in submitting information for the next issue, please don't hesitate to do so.

This issue includes a very special look at one of our long-time members. Her story is being published in 2 parts. Part 1 is included in this issue and Part 2 will follow in the Winter issue. If you have never met Liza Bruce, it is your loss. She has overcome more obstacles than most of us experience in our entire families.

The Newsletter team welcomes our newest members with articles. We hope you enjoy the contributions of Stephanie Clements and Tina Bergstrom. As always, it is a pleasure to have the continued support of Holly Rison, Tanya White and Linda Miller. The team's newest adjunct member, our committee liaison to the board, is Angie Hawkins and we welcome her support.

The next issue of the newsletter is scheduled for publication on January 10th. Please send your input by December 15th to me at [gary.a.spoales@bankofamerica.com](mailto:gary.a.spoales@bankofamerica.com).

Advertising is now a part of the Sponsorship program. Thank you once again to everyone who provided material for this newsletter. The entire association appreciates your efforts. As always, these issues contributors are listed at the end of the newsletter.

### **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. An ad should not be larger than 6" in width. You may submit it in either full color or black & white according to your preference.

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

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## Survival Knowledge From...

**Brad Barnett, Incoming President**

*Submitted by:* **Brad Barnett, VASFAA President 0506, [barnetbd@jmu.edu](mailto:barnetbd@jmu.edu)**

### Communication, Continuity, and Commitment

*"The Business of Leaders, of heroes, is tricky. Leadership is not something that is done to people, like fixing your teeth. Leadership is unlocking people's potential to become better."*

– Bill Bradley, U.S. Senator

Submit articles to  
**Gary Spoales,**  
Newsletter Editor

For the most part, we all went into this summer just like any other summer. It was time to close out the prior academic year and get ready for the new one. It was time to look at what we did as an association last year and plan for the next. It was time for vacations and relaxation. Okay, I don't buy the last one either. It's financial aid...who has time to relax and vacation in the summer? However you look at it, everything seemed to be moving along rather well, and then Hurricane Katrina hit.

The storm has impacted lives all over the country and had a big affect on many of our Virginia colleagues. As of 9/8/05, [www.campusrelief.org](http://www.campusrelief.org) listed 20 schools in Louisiana and 10 schools in Mississippi that have been closed and/or are experiencing delayed openings as a result of the damage caused by the storm.

Although Virginia is almost 1,000 miles away from the hardest hit area in Louisiana, many of our Virginia colleges are receiving requests from students to go to school here this semester. The fact that these requests are coming after the beginning of the traditional academic year is somewhat of a challenge, but I am proud to see our Virginia schools stepping up to do what we can to assist these students in need.

The other SASFAA state presidents, Guy Gibbs (SASFAA President), and I are continuing our discussions regarding what SASFAA can do to assist our colleagues in need. We are specifically looking at areas in Alabama and Mississippi that were hit the hardest by the storm. I am happy to say that we are very close to a resolution on what action will be taken. Guy will send an e-mail to the SASFAA membership once the final plans have been formulated. We will be sure to forward the message to the VAFSAA listserv as well.

Even though much of our time and attention has been focused on Hurricane Katrina, we also realize there is "business as usual" that must be attended to. The VASFAA committees are hard at work on their goals and objectives for the 2005-06 year. The committee chairs are also in the final phases of wrapping up their Committee Descriptions. These will be disseminated to the VASFAA membership once they have been finalized. I am extremely excited about this project being completed and being able to unveil the results to the membership.

The theme for 2005-06 is to "Be a Financial Aid Survivor." As it turns out, due to Hurricane Katrina, this theme could not be more appropriate any other year than it is right now.

We will accomplish our goal of being a "Financial Aid Survivor" by excelling in the areas of Communication, Continuity, and Commitment, or what we have affectionately dubbed the "3 C's". Looking over the past couple of months, it's easy to see how the VASFAA members have risen to meet this challenge.

In the area of Communication, numerous e-mails, phone calls, and meetings have taken place to address the business of the association. Many committees are hard at work on achieving their objectives for the year. You can read more about the status of each committee by viewing their August

Board Reports at [www.vasfaa.org/docs/toc\\_about.html](http://www.vasfaa.org/docs/toc_about.html).

Many of the Committee Descriptions have been finalized for 2005-06, which will aid in achieving Continuity for recruitment of volunteers. These descriptions will give the committees a central focus that can be carried over on an annual basis. The descriptions will be posted to the VASFAA web site once they have all been received and formatted.

Your President-Elect, Erik Melis, has been hard at work appointing junior committee chairs. This will also aid in our Continuity efforts as those committees with a junior chair are not only looking at the current year, but they are also in the pre-planning phases for 2006-07.

In hindsight, you can learn several things from a tragedy such as Katrina. Something I have learned throughout this is that the Commitment VASFAA members have to their colleagues, students in need, and the profession as a whole, is an awesome thing to behold.

People from all across Virginia have stepped up to the plate to aid students displaced by the storm. We have opened our schools, opened our wallets with donations, opened our hearts with thoughts and prayers, and in some instances people may even be opening their homes. Some of our lender partners are also giving back to students by setting aside scholarship dollars for those affected by the storm, offering interest-free loans and/or providing repayment relief for many students.

It is truly amazing to see how Committed we are as a group to making a difference in the lives of individuals. That Commitment is also demonstrated in what our committee chairs and members are doing for VASFAA. Amongst all the turmoil brought about by the storm, people have not forgotten about their committee goals and are proceeding with their work for the membership.

We are entering the time of year where the membership will begin to see much more activity from our committees. Here are a few examples of what you will be seeing in the fall.

The VASFAA High School Guidance Counselor Workshops typically take place in the fall. Expect to see some activity from the VASFAA Secondary School Relations Committee as they begin to find locations and advertise the workshops.

The Support Staff Training Committee is in the process of developing training activities, some of which will take place this fall. You should receive information in the near future regarding the dates and topics of these workshops.

The Experienced Aid Officer's Committee is working on plans for a fall Leadership Symposium. The committee ran into some stumbling blocks with finding hotel space, but quickly regrouped and formulated a new plan that should allow for this event to still occur in the fall.

The Training Committee is working on plans for a fall training event, as well as preparing for the Spring 2006 conference.

The Awareness Committee is in the planning phases for Super Saturday, which will take place at the beginning of 2006. They will begin looking for sites around the state to host this event, and begin advertising once the sites have been confirmed.

The Public Relations Committee is attempting to contact each committee member's supervising thanking them for allowing them to volunteer and acknowledging them for their hard work.

The Diversity Committee is hard at work finding qualified speakers for diversity events to be held during the year, with the possibility of having a speaker at a fall event.

The Membership Committee is continuing to send updates to the listserv regarding membership in the association, as our membership drive for 2005-06 has begun.

The Newsletter Committee is displaying an informative fall newsletter for the membership.

The State Relations Committee is in the planning phases for a trip to the General Assembly at the beginning of the 2006. If you wish to be involved with this, please contact [Michael Barree](#), State Relations Chair. Last year we had a strong contingent of VASFAA members visit with General

Assembly members in January and we hope to do this again.

The Vendor/Sponsor Committee is arranging the Sponsorable Items List lottery that is scheduled to take place the end of September.

The Federal Relations Committee is continuing to monitor the pending Reauthorization and will send information to the VASFAA membership as needed. Hopefully there will be more to report as we progress into the fall.

The Conference Committee is hard at work planning the Spring 2006 conference. Much of the planning will be done in the fall.

The Archives Committee has undertaken the monumental task of electronically archiving VASFAA's historical records. A lot of this work will take place in the fall.

I hope this gives you an idea of some things to look for from VASFAA in the fall. There are many other committees, such as Strategic Planning and Assessment, Research, Budget and Finance, and New Century Fund President's Council who are also working on initiatives. Much of their work is currently being done "behind the scenes" right now. You can learn more about what all the committees are doing by reviewing their August Board Reports at [www.vasfaa.org/docs/toc\\_about.html](http://www.vasfaa.org/docs/toc_about.html).

I want to thank everyone who has volunteered to work with VASFAA this year. VASFAA is strong because of you.

Psalm 118:24: *This is the day which the Lord hath made; we will rejoice and be glad in it.*

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## Survival Knowledge From... Graduate and Professional School Perspectives

*Submitted by: Stephanie Clements, Radford University*

As things started to calm down this past week, I realized that I needed to write an article about Graduate and Professional student issues.

My first thought was, "How in the world did I get talked into this?"

After that, my focus shifted to other things I might write about. I considered talking about reauthorization and loan limits. Then, I thought about exploring how to help graduate and professional students manage their money.

Finally, I started thinking about the wide variety of graduate students that have come through my office and how similar their issues are as compared to undergraduate experiences.

I deal with graduate students every day who.....

- I don't talk to at all because their parents have called for them.
- Are trying to determine how this process works, because they have never even seen a FAFSA before. They come into my office and say, "My parents have always completed this form – now they won't!"
- Ask me, "Where is my Pell Grant?"
- Look at me like I am crazy when I tell them that the maximum they can borrow is \$14,000 a year. They ask, "It is just a loan—why can't I borrow as much as I want?"
- Ask me, "Does my graduate assistantship stipend affect my loan money?"
- Have left a great paying job to come back to learn to teach.
- Drive several hours back and forth a week to get to their classes, while working full time and having a family.

I am sure those of you who work strictly with undergraduates are saying, "So—I see that too". I guess that is my point. Yes, graduate and professional students have some special issues and problems that you do need to know about and focus on.

However, don't forget that these are students, just like all students and looking for an education to improve their lives; or reach a goal; or just because they don't know what else to do. They have a lot of the same issues, fears, and struggles that our undergraduate students do.

Let's not forget this as we work with our Graduate and Professional students.

I promise next newsletter we will focus on other more serious issues. Until then, enjoy your graduate students even when they are driving you crazy!

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## VASFAA Committees

Committee	2004-2005 Chair
Archives	<b>Holly Rison</b> , RMC
Awards & Nominations	<b>Tom Morehouse</b> , TNCC
Awareness	<b>Zita Barree</b> , EdAmerica
Budget and Finance	<b>Bobby Clemmer</b> , BRCC
Bylaws	<b>Tom Morehouse</b> , TNCC
Conference	<b>Jolene Burke</b> , CLC
Diversity	<b>Liza Bruce</b> , ECMC
Electronic Services	<b>Daniel Hewitt</b> , Ferrum
Experienced Aid Officers	<b>Marilyn King</b> , VA Tech
Federal Relations	<b>Marilyn King</b> , VA Tech
Membership	<b>Mike Poma</b> , Bank One
New Century Fund	<b>Sherrye Ward</b> , SunTrust
Newsletter	<b>Gary Spoales</b> , Bank of America
Photographer	<b>Gerene Carter</b> , Citibank
Public Relations	<b>Jeanne Holmes</b> , Suntrust
SCHEV Liaison	<b>Lee Andes</b> , SCHEV
Secondary Schools	<b>Sheila Nelson-Hensley</b> , Ptrk Cty Ed Fndtn
Sector Coordinator	<b>Erik Melis</b> , GMU
Site Selection	<b>Erik Melis</b> , GMU
State Relations	<b>Michael Barree</b> , Longwood U
Strategic Plan	<b>Vern Fairchilds</b> , Bridgewater College
Sue D. Ross Fund	<b>Bobby Clemmer</b> , BRCC
Support Staff Training	<b>Karen Gilliam</b> , VCU
Training	<b>Donna Taylor</b> , VT
Vendor/Sponsor	<b>Biz Daniel</b> , National Education

Submit articles to  
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Newsletter Editor

## 0506 VASFAA Committee Reports

### Federal Relations

*Submitted by: Marilyn King, Chair*

#### Hurricane Katrina Disaster Relief

All VASFAA members are identifying ways to ease the burden for families in the Gulf region. Many colleges have opened doors to displaced students as communities offering housing to students and families. As this newsletter goes to press, various bills are being introduced in the U. S. Congress to provide new financial support to students as well as provide regulatory relief through eliminating repayment of financial aid disbursed at non-functioning Gulf coast colleges as well as extending loan deferments. The vast complexity of the problems these students are incurring is unfolding as we find ways to assist the students. Because the revelation of difficulties being incurred is on-going and unique to any other experience, the federal government is exploring the situation to identify the most productive options for students, parents, and colleges.

Please regularly visit the U.S. Department of Education Katrina website at <http://ifap.ed.gov/eannouncements/katrina.html> for updated information. Additional announcements will be sent through the VASFAA list as information becomes available.

#### Reauthorization Update

HR 609, the House bill, and S 1614, the Senate bill, contain the current, proposed Reauthorization updates to the Higher Education Act. With the need to find budget savings, and the unexpected and substantial cost of recovery to the federal government for Katrina relief, a bipartisan effort is developing to help move these bills into conference committee, where both House and Senate members will resolve differences to propose a final legislative package for completion of Reauthorization. Current expectation is that the conference committee will defer their work for a few weeks as Congress's attention is directed to the pressing needs of recovery from Katrina's catastrophic disaster.

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## 0506 VASFAA Committee Reports

### Awareness

*Submitted by: Zita Barree, Chair*

The VASFAA Awareness Committee is looking for volunteers to serve as host sites for the 2006 Super Saturday events, tentatively scheduled for February 4, 2006.

Each site would be responsible for conducting a financial aid workshop that explains the federal and state financial aid process and for providing a computer lab staffed with financial aid professionals ready to assist participants complete their 2006-07 Free Application for Federal Student Aid (FAFSA) online. The Awareness Committee would help secure volunteers to help at each site.

The sites for 2005 were:

- **Alexandria** – Bryant Adult Alternative High School
- **Arlington** – Devry University
- **Bristol** – Virginia Intermont College (canceled due to inclement weather)
- **Chesapeake** – Tidewater Community College
- **Danville** – Institute for Advanced Learning and Research
- **Harrisonburg** – James Madison University
- **Lynchburg** – Central Virginia Community College
- **Manassas** – TheCollegePlace
- **Melfa** – Eastern Shore Community College
- **Newport News** – ECPI College of Technology
- **Richmond** – Beta Tech-West
- **Roanoke** – ECPI Technical College

If you are interested in serving as a host site, please contact Zita Barree, chair of the Awareness Committee by calling (757) 880-1071 or by sending an e-mail to [zbarree@edamerica.net](mailto:zbarree@edamerica.net) by Wednesday, October 5 if at all possible but by no later than the end of October.

Please consider helping VASFAA fulfill its goal to promote financial aid awareness and provide financial aid assistance to Virginia residents.

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## 0506 VASFAA Committee Reports Experienced Aid Officers

*Submitted by: Marilyn King, Virginia Tech*

### VASFAA Announces Fall Leadership Symposium

The annual VASFAA Fall Leadership Symposium will be held at The Inn and Skelton Conference Center at Virginia Tech, Blacksburg. Please mark your calendar now and plan on attending. The program will begin at 12:00 Noon on Monday, November 14 and end at 3:00 on Tuesday, November 15. Registration information will be announced shortly. The Inn and Skelton Conference Center is a new facility that opened in July. A nine-hole golf course is available adjacent to the Inn.

The intent of the Symposium is to provide depth of knowledge on current research and management issues related to financial aid. VASFAA professionals are encouraged to use this time to network and explore a variety of topics that will strengthen their skills and expand their breadth of understanding when navigating decision-making at their home institutions. Tentative agenda topics will include demographics, media relations, the millennial student, state appropriations research, and enrollment management strategies. Depending on activity with ED and Congress, a session may be offered to discuss Reauthorization activity. The Symposium is intended for experienced financial aid professionals. Because of the nature of the Symposium, registration will be limited to 75 attendees.

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Newsletter Editor

## 0506 VASFAA Committee Reports Membership

*Submitted by: Michael Poma, Chair*

### A Question and Answer to the importance of renewing my membership.

**Q:** I've always been a member of the listserv—why do I need to renew my membership?

**A:** With the transition to ATAC, our web-hosting service, the listserv is based on paid memberships. This means that every year any member who wants to be on the listserv must renew their membership and pay their membership fee. No payment, no listserv.

**Q:** I renewed my membership at the spring conference—why do I need to renew in the fall?

**A:** Our membership year runs from July 1 through June 30, just like an academic year. So, anyone who renewed their membership in May had their membership expire less than 3 months later.

**Q:** I don't remember my username or password.

**A:** This is an easy one. Use the "[Retrieve Forgotten Password](#)" form found under Member Services to have both your username and password emailed to you. If all else fails, send an email to [support@vasfaa.org](mailto:support@vasfaa.org) and request them.

**Q:** I want to search the membership directory—do I need to be an active/paid member?

**A:** Yes, any member who wants to search the VASFAA membership directory must be a paid member for the current membership year.

**Q:** I'm a vendor and our sponsorship gives us a membership—do I need to complete a membership application?

**A:** Yes, all members must complete a membership application. Being this is an online service, payment for an individual is linked directly to their online application.

**Q:** How do I know if I'm a paid member?

**A:** You can check your membership status by going to Member Services and entering your last name into the "[Check Your Membership Status](#)" form.

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Newsletter Editor

## 0506 VASFAA Committee Reports Public Relations

*Submitted by: Jeanne Holmes, Chair*

### Calling all VASFAA members!

Your 2005-06 Public Relations Committee is enthusiastically seeking Financial Aid Career Path stories from any and all interested members. Survivor #1 (to 300!), entitled "How We Got Here – Why We Stay; What Part Did VASFAA Play?", these short stories will highlight the 'how' you came to choose financial aid as your vocation, 'why' you continue to devote your time, energy and talent to the field and the 'role your involvement in VASFAA' plays to help you reach your professional goals. It is our hope that sharing your personal success stories will motivate others to become more active in our organization and exhibit how vital VASFAA can be in our professional development.

Each story will be published on the website (with your permission) and later displayed during our annual conference. We hope to receive stories voluntarily from our members but don't be surprised if you are contacted directly by a PR committee member asking you to share your experiences. Be on the lookout for our announcement.

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## 0506 VASFAA Committee Reports

### Diversity

*Submitted by: Liza Bruce, Chair*

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The VASFAA Diversity Committee will have its first meeting in Richmond on October 4. The members of the Diversity Committee are excited about the opportunity to plan VASFAA's first Multi-Cultural Leadership Symposium. This symposium will bring terrific speakers with expertise in leadership issues together in an interesting and informative day-long workshop on the Sunday of the VASFAA conference in May. At the Diversity Committee meeting in October, speakers will be nominated and evaluated and a tentative agenda for the symposium will be developed.

The members of the 2005-06 VASFAA Diversity Committee, who will play key roles in the development of the Multi-Cultural Leadership Symposium and other Diversity initiatives are:

- **Gail Baker**, Riverside School of Health Careers
- **Sarah Brown**, John Tyler Community College
- **Hope Jackson**, ECMC
- **Lisa Jackson**, Piedmont Virginia Community College
- **Deborah Marshall**, Central Virginia Community College
- **Michael Morgan**, EdAmerica
- **Gail Sidney**, Access College Foundation
- **Amy Sikes**, University of Virginia
- **Liza Bruce**, Chair, ECMC

If any VASFAA members have suggestions for speakers for the symposium or ideas for Diversity-related initiatives for the upcoming year, please contact Liza Bruce at 804-267-7126 or [lbruce@ecmc.org](mailto:lbruce@ecmc.org).

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Newsletter Editor

## 0506 VASFAA Committee Reports Training

*Submitted by:* **Donna Taylor, Chair**

### Training for 2006 Conference

The VASFAA Training Committee would like to have your input!

We all leave the conference wishing we had heard more about a certain topic or thinking there wasn't anything offered on a concern that we had. Well, here's your chance to submit those ideas!

Not sure what we want? Maybe this will help – we feel that most sessions fall into one of four categories:

1. Regulations
2. Procedures
3. Professional Development
4. Personal Survival

So what would you like to hear more about? Is there a regulation that you really don't know what to do with? Is there a procedure that you struggle with or just 'know' there's a better way to do it?

What tools do you want to help you grow professionally? Is there something that you wish you had better control of or a better understanding of personally?

All these things contribute to who we are as Financial Aid Administrators. So lets us hear from you – send me an email at [dtaylor@vt.edu](mailto:dtaylor@vt.edu) with your ideas, thoughts and suggestions. I would really like to have responses by Oct 15th but will accept them any time.

## People and Places in the News

### From Virginia Tech

**Marilynn King** is a Grandmother! Grandson Ramsey Michael Wondersek was born July 14, 2005. He is, of course, the perfect baby.

**Carrie Miller**, Assistant Director for QA and Compliance, and husband Shawn, are expecting their first child in December.

**Andrew Fortin** has joined the office as a program support technician. Please join us in welcoming him.

**Wendy Meehan** has joined the office as an assistant counselor. Wendy previously worked in financial aid at Wyoming Technical Institute.

**Joseph Landreth**, system administrator, resigned in August and is now working in Alexandria.

**John Albano** is the staff's new associate director for systems. John previously worked with university computer systems. He began in May and attended the SASFAA Summer Workshop with Dawn Brown and Rachel Elswick, counselors, and Jennifer Rudisill, assistant counselor.

### From James Madison University

**Colleen Carpenter** was hired as a new Loan Processor.

### From George Mason University

Staffing changes: George Mason's Office of Student Financial Aid recently welcomed aboard two new staff members: **Tom Lyall** as Assistant Director for Financial Aid Accounts Management and **Kim Shumadine** who joined us from the University of Maryland - University College as an Assistant Director/Counselor. The office also bid a fond farewell to one of our Financial Aid Advisors, **Richard Vanover**, who left us to work for ECMC.

Births: **Erik Melis**, Associate Director in Mason's financial aid office, became a grandpa for the 3rd time in two years with the birth of a new granddaughter, Myah Leeann, in August. **John Szkutak**, one of the other Associate Directors at Mason welcomed the birth of his son, Jack Howard, in July. Two more potential VPEP/VEST accounts in the making...

### From SunTrust Bank

I wanted to let you, all my VASFAA friends, know that I am officially retiring at the end of December of this year. I have grown to think of you all as my extended family and it will be hard leaving you all. We've had so many experiences and wonderful memories together that will keep me smiling for a long, long time. Thank you all for your friendship and trust. You've made my job fun to do. I wish you all well!

– **JoAnn Carreras**

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## Survival Knowledge From... The VASFAA Archives

*Submitted by:* **Holly Rison, VASFAA Archivist, Randolph Macon College**

### From the VASFAA Archives - Can you Guess What Academic Year?

All these events happened during this academic year:

- Our association president was Allen W. Fredd, Jr. from The University of Richmond.
- There was a \$10 registration fee for the fall conference, which was held at the Hyatt House in Richmond.
- The top 5 TV shows of the year were 1) All in the Family, 2) Rich Man, Poor Man, 3) Laverne and Shirley, 4) Maude and 5) The Bionic Woman.
- In the fall of this year President Gerald Ford survived an assassination attempt in Sacramento, CA by a former Manson cult member, Lynette "Squeaky" Fromme.
- As of January 1 of this year, the Federal Minimum Wage increased to \$2.20 an hour.
- The Superbowl winner during this year was the Pittsburgh Steelers who beat the Minnesota Vikings 16-6.
- The top 5 movies of the year were 1) "Jaws", 2) "One Flew over the Cuckoo's Nest", 3) "Shampoo", 4) "Dog Day Afternoon" and 5) "Nashville".
- The SASFAA Annual Meeting was held February 15-18 at the Sheraton Biltmore in Atlanta, GA.
- During this year home videotape systems (VCR's) were developed in Japan by Sony (Betamax) and Matsushita (VHS).
- The VASFAA Program Committee, chaired by Bob MacDonald (Madison College) announced its spring conference would be held at the Virginia Beach Hilton Inn on May 6th and 7th.

Have you figured it out? Stayed tuned for the answer.....it will be in the next edition of the VASFAA Newsletter.

***The answer to the 2005 Summer Edition of "From the VASFAA Archives" is 1976-77. Did you get it right?***

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## Katrina Reports College of William & Mary

*Submitted by:* **Patricia Kelly, College of William & Mary**

In response to the national emergency, the College of William and Mary will admit for the current semester academically-qualified Virginia students enrolled at Gulf Coast universities closed for the term by Hurricane Katrina.

This offer extends to any Virginia student from universities in Louisiana, Mississippi and Alabama whose operations have been terminated for the semester as a result of Katrina.

Academically-qualified Virginians will be admitted as visiting, non-degree students, and that the college will do everything possible to ease their transition. Because William and Mary classes have been in session for a week, the college has established a Wednesday, September 7 deadline for contacting the college admission office. Qualified students can start classes immediately, and all students should plan to be in class by Monday, September 12.

### From the W&M website:

#### Project Relief Website Launches!

Posted on 09/07/2005 by ALSchm

Welcome to the website of Project Relief, William & Mary's on-campus effort to aid the victims of the devastation of Hurricane Katrina. All student activities and volunteer opportunities that will benefit the relief effort will be listed here. Right now, we're just getting off the ground, so check back in the future, as we will be continually adding more events and opportunities. Any additions or updates to this website will be listed here.

The official Project Relief kickoff day will be tomorrow, Thursday September 8th. There will be an interfaith prayer service in the Wren Chapel on Wednesday. On Thursday, the College Deli will be donating 10% of their profits to the relief effort. On Thursday, UCAB will be donating a portion of the ticket sales for the Pat McGee Band Concert at the Lake Matoaka Amphitheatre to the relief effort! We will be selling Project Relief T-Shirts at the concert. Come out and see the show!

**Update (9/6):** We've added a page for college faculty & staff, and information about an event sponsored by the swim team.

**Update (9/7):** We've made a few corrections to the calendar below, and updated the Faculty & Staff page. Please note that the Kickoff day is *Thursday*, and not Wednesday as originally stated. The College Deli event will run on Thursday as well. Sorry for the confusion!

September 7, 2005 - 12:00pm		
<b>Interfaith Service of Prayer</b> Gathering to pray for all affected by disaster, relief workers, and for inspiration to respond.	<b>Location:</b> Wren Chapel	<b>Sponsor:</b> Interfaith
September 8, 2005		
<b>Project Relief Kickoff Day</b> <ul style="list-style-type: none"><li>• 10% of profits all day and drink specials at the College Deli will</li></ul>	<b>Location:</b> Campuswide	<b>Sponsor:</b> Project Relief

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go to Hurricane Katrina relief effort – sponsored by Sigma Chi.		
<b>September 8, 2005 - 5:30pm</b>		
<b>Pat McGee Band Concert</b> <ul style="list-style-type: none"> <li>• A portion of the proceeds will be donated by UCAB to Project Relief.</li> <li>• We will be selling t-shirts at the concert to directly benefit the relief effort.</li> </ul>	<b>Location:</b> Lake Matoaka Amphitheatre	<b>Sponsor:</b> Student Assembly
<b>September 17, 2005 - 8-11pm</b>		
<b>Save New Orleans Party</b> <ul style="list-style-type: none"> <li>• Music &amp; Dinner!</li> <li>• Buy Mardi Gras beads on-campus in the University Center and Campus Center the week of Sept. 12-16 to show your support and love for New Orleans and affected Gulf Coast regions.</li> <li>• If you come wearing your beads, the entrance fee is \$3. Without beads, the entrance fee is \$5.</li> </ul>	<b>Location:</b> Trinkle Hall Campus Center	<b>Sponsor:</b> Mortar Board
<b>September, 17, 2005 - 1:30pm</b>		
<b>Tribe Waves to Save</b> <ul style="list-style-type: none"> <li>• Two teams, Green and Gold, made up of Faculty, Staff, and Students will compete against one other in fun pool relays and races!</li> <li>• Who will be the "hottest swimmers" at the "hottest college"?! </li> <li>• Entry fees: Faculty/Staff \$10, Students \$5, Spectators \$3</li> </ul>	<b>Location:</b> Rec Center	<b>Sponsor:</b> Tribe Swimming and Diving
<b>September 30, 2005 - 10am-10pm</b>		
<b>Busch Gardens Day</b> <ul style="list-style-type: none"> <li>• A portion of Busch Gardens</li> </ul>		

## Katrina Reports

### Bank of America Responds to Hurricane Katrina Relief Efforts

*Submitted by: Gary Spoales, Bank of America*

The information provided below only represents the highlights of Bank of America's response to the relief efforts. Additional efforts are being made across the bank in many forms.

#### Bank of America Charitable Giving

- Bank of America and associate giving now totals approximately \$3 million. As of late September 7, 2005, Bank of America associates worldwide had contributed \$936,103.42, which will be matched by the company. BAC has committed in excess of \$1 million to aid the victims of Hurricane Katrina through our Charitable Foundation.
- Bank of America is matching associate pledges through the bank's Matching Gifts program and is not limiting its overall relief donation.
- BAC is accepting public donations for the American Red Cross through its network of more than 5,800 banking centers nationwide and online.
- As of early September 8, 2005, customers had donated in our banking centers in excess of \$717,400.

#### Bank of America Customers & Non-Customers in Impacted Areas

For Bank of America customers in FEMA-designated disaster areas, we have automatically activated 90-day payment deferrals for home mortgages, home equity and credit cards. In addition to the deferral, BAC will waive all late fees, over limit fees and finance charges for 90 days. BAC also has activated 60-day deferrals for car, boat and RV loans.

- Homeowners insurance is a requirement to obtain mortgage financing and, if a homeowner's property is destroyed, this insurance will repay the loan – in full or in part (depending on coverage). FEMA and other agencies have programs that provide grants and low-cost or no-cost loans to homeowners in federally declared disaster areas.
- Bank of America (BAC) has deployed mobile ATMs and Mobile Banking Centers to serve evacuees in both Houston and San Antonio.
- During halftime of the NFL Patriots opening game against the Oakland Raiders on September 8th, Bank of America (BAC) contributed \$25,000 to Cradles to Crayons, a Boston-based organization which serves small children with practical needs. BAC volunteers assisted Cradles to Crayons September 10th during a clothing drive which will benefit hurricane victims.

#### Bank of America (BAC) & Financial Services Industry

- BAC is one of two major federal financial agents designated to assist in the relief efforts.
- Bank of America is working with the US Department of Labor and state workforce officials to identify and deploy job placement assistance for those impacted by the hurricane.

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## Did You Know? Life After Financial Aid

*Submitted by: Buddy Johnston*

There is "life after financial aid". A group of VASFAA retirees continue to get together each summer and share "war stories" of times past.

Recently, some of us gathered at Sue Ross' condo in Salem to share some time together and then moved on to a local resutrant for some breaking of the break.

While several of our "old timers" could not get away (Bob MacDonald, John Sellars, Marie Bennett, and Brantley Townes), we always have the "welcome light" on for more VASFAA folks. In fact, Marvin and Grey Ragland joined us last year, since Marvin is a retiree "wanabee".

Best wishes from some of VASFAA past.



The names of the faces in the picture, if you don't know, are from left to right:

Buddy Johnston (Radford University), Faye Becker (Wachovia), Sue Ross (Hollins University) and Jim Ramsey (UVA).

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## SCHEV

### SCHEV to Distribute \$10.5 Million in Scholarship Funds

*Submitted by:* **Patrice Randall, Assistant Director**

#### **GEAR UP/ACCESS Virginia, State Council of Higher Education for VA**

The State Council of Higher Education for Virginia (SCHEV) will begin distributing \$10.5 million in federal and state funds this academic year to deserving high school students in Virginia who plan to pursue postsecondary educational opportunities.

As part of a comprehensive program to better prepare middle and high school students for college, the Gaining Early Awareness and Readiness for Undergraduate Programs (GEAR UP)/Access Virginia funds were first administered in 2000 to a cohort of seventh graders in 11 public school districts throughout the state.

Now these students are preparing to graduate as part of the Class of 2006, and \$10.5 million of the GEAR UP/Access Virginia funds are available to eligible students who enroll in a degree-seeking, diploma, or certification program at participating postsecondary institutions across the country.

Award recipients will be chosen from the pool of eligible candidates based on financial need, merit, and participation in GEAR UP activities. For further information, please visit [www.schev.edu/K12/GEAR\\_UPVirginia.asp](http://www.schev.edu/K12/GEAR_UPVirginia.asp).

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## Katrina Aftermath

### An Insight from Virginia Tech

*Submitted by: Marilyn King, Virginia Tech*

### Students Displaced by Katrina are Welcomed by Virginia Tech

**Blacksburg, VA, September 7, 2005** – Numerous Virginia Tech administrators, faculty and staff worked through the Labor Day weekend to help more than 30 students displaced by hurricane Katrina enroll at the university for the rest of the fall semester.

Twenty three undergraduate students and about 10 graduate students, most of them from Tulane University in New Orleans, had enrolled at Virginia Tech by Wednesday. The colleges of agriculture and life sciences, architecture, business, engineering, liberal arts and human sciences and science have all accepted displaced students.

Virginia Tech will cover tuition and fees through scholarships for the undergraduate students, who range from freshmen to seniors.

“This was a cross-departmental and community effort, and many folks interrupted their time off, abandoned houseguests and worked through the weekend to help these students get admitted, enrolled and settled in,” said Norrine Spencer, associate provost and director of undergraduate admissions for Virginia Tech.

Spencer and Jerry Via, assistant dean for the College of Science, spent the weekend with several admissions staff handling enrollments over the phone and through the online admissions site. University Registrar Wanda Dean and her staff worked with admissions to ensure that displaced students could find space in the classes they need. Undergraduate advisors from all eight of Virginia Tech’s colleges and the University Studies Program also were on hand through the weekend to help students choose appropriate courses.

“Deciding on a college is a big decision and many of these students, after making that tough choice, were faced with being uprooted and trying to find a new school during the aftermath of Katrina,” said Amy Widner, public relations coordinator for the admissions office. “Many left New Orleans and arrived in Blacksburg with only a backpack on their shoulders.”

Administrators and staff in the Office of Student Programs also worked the weekend shift to place students in housing. About 15 of the undergraduates are being housed in dormitories on campus, said Emily Moore, interim assignments coordinator for housing. “We also have a long list of volunteer host families from Virginia Tech and the Blacksburg community,” Moore said.

Edward Spencer, associate vice president for student affairs, and student programs staff are working with the undergraduates individually regarding housing costs and hope to find scholarships and other funds to cover the costs.

Foxridge Apartment Homes in Blacksburg agreed to offer month-to-month leases to displaced students and also kept their office staffed during the holiday weekend to take calls, Widner said.

About 10 displaced graduate students are enrolled for the semester at Virginia Tech, said Karen DePauw, vice provost for graduate studies and dean of the Graduate School, who worked through the weekend with her assistant, Nancy Feuerbach, to admit the students. Two are displaced Tulane employees who are taking MBA courses at Virginia Tech’s center in Richmond, and the rest are on the Blacksburg campus.

The graduate school waived application fees for the displaced students and a number of Blacksburg-area

graduate students and faculty have opened their homes to the visitors, DePauw said. There is no deadline yet for the enrollment of the graduate students and applications are being considered on an individual basis, she said.

Tom Brown, director of the Student Life Office, spent the weekend contacting many of the 57 already-enrolled Virginia Tech undergraduates whose homes are in Alabama, Louisiana and Mississippi. “None of them I spoke with wanted to return home,” said Brown, who offered counseling to the students whose families and homes were affected by Katrina.

Brown and his staff organized an orientation program and dinner on Wednesday evening to welcome the displaced undergraduates. “Speakers from the various university offices that students need to contact will be there to help them — like ‘one-stop shopping’ so the new students won’t have to go from office to office,” Brown said.

The Student Life Office also will help the displaced students with emergency funds, Brown said. He encourages students interested in counseling or a support group to contact the university’s Cook Counseling Center at 231-6557.

Virginia Tech is also one of several universities in the South planning to offer online courses for displaced undergraduate and graduate students through a program funded by the Sloan Consortium, an association of colleges and universities supported by the Alfred P. Sloan Foundation.

The “Sloan semester” will be offered from early October through Jan. 6, 2006, said Jenise Jacques, at Virginia Tech’s Institute for Distance and Distributed Learning. The Sloan Consortium will assist the university with costs of delivering instruction. There will be no course fees for displaced students. In addition to existing online courses, Virginia Tech may offer courses of particular need to those students. Virginia Tech’s University Bookstore will help displaced students get textbooks and supplies as quickly as possible—overnight, if necessary—and will loan books on a case-by-case basis to help defer the costs.

The Virginia Tech Student Government Association is providing the new students with Orange Effect tee shirts “so they will have some Hokie gear,” Widner said.

Meanwhile, some of the university’s faculty are assisting with disaster-relief efforts in the Gulf region. Two are in the College of Natural Resources. Forestry professor Shep Zedaker, a national expert on forest fires, is heading up a 20-man crew from Virginia’s Department of Forestry to help clear fallen trees near Biloxi, Mississippi. Geography professor Bill Carstensen is developing maps and a Geographical Information System (GIS) database to help the American Association for State and Local History identify significant Gulf-area historical sites and collections.

Jennifer Brown, clinical assistant professor in Equine Surgery and Emergency Care at the Virginia-Maryland Regional College of Veterinary Medicine’s Marion duPont Scott Equine Medical Center, has been deployed to the Gulf Coast as a member of the American Veterinary Medical Association’s Veterinary Medical Assistance Team 2. The VMAT teams are working closely with other emergency services personnel to assess and deal with the animal and public health issues associated with the catastrophe.

Virginia Tech also has taken in a displaced professor – one with a family tie. Gretchen Clum, a clinical psychologist who left Johns Hopkins University to join the faculty of Tulane on Sept. 1, now has a visiting faculty appointment at Virginia Tech.

Clum, works with HIV patients and is affiliated with Tulane’s School of Public Health, is the daughter of Virginia Tech psychology professor George Clum. Her husband, who was about to begin graduate school at Tulane, is now taking some courses at Virginia Tech.

Updates on the university’s Katrina-relief activities, as well as information about other ways the university community can contribute to relief efforts, can be found at [www.unirel.vt.edu/news/katrina.html](http://www.unirel.vt.edu/news/katrina.html).

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## NASFAA News

### NASFAA's Role in Response to Katrina

*Submitted by: Mindy Kaplan Eline, NASFAA*

Dear Colleagues,

The role of financial aid administrator has taken on a whole new meaning on many campuses these past several weeks.

For dozens of schools in Louisiana, Mississippi, and Alabama, dispensing aid has included helping their students relocate, find housing, and reunite with family members. It has also meant working to restore a sense of normalcy, both for their students and for their aid operations.

For aid administrators on hundreds of campuses throughout the nation, dispensing aid has meant offering a home to the thousands of students whose schools were closed, helping students at their own schools whose homes are in the hurricane area, and helping colleagues in affected aid offices to recover from the terrible disaster of Hurricane Katrina.

Some members have asked me what role NASFAA is playing in the recovery efforts. While Today's News and our Katrina Web site have described much of what we have done, those articles are focused primarily on students and aid offices without necessarily highlighting the Association's contributions. Allow me to address our role briefly below; later I'll post a more detailed chronicle of how NASFAA responded to this tragedy.

First, NASFAA is carrying out our founders' intent by focusing on the policy and procedural aspects of the situation as they apply to financial aid offices and the students they serve. This is a situation unlike any other encountered by NASFAA and the Department of Education, and requires an entirely new set of guidelines and waivers. From the beginning, we have been in continuous discussions with ED regarding waivers of certain Title IV policies and procedures to help schools and students. We have been passing on to ED for consideration many of the questions and suggestions submitted to us by our members—including those sent to AskRegs—that are not addressed adequately by current guidance. ED alerts us whenever new guidance is to be issued and we post the information to our Web site as soon as it is received.

We have also submitted to Congress an analysis of issues raised by Katrina so that those items may be considered when crafting legislation to assist students and schools. We welcome your help in identifying additional items. For more information please see the article at [www.NASFAA.org/publications/2005/NIdentifyKatrinaIssues091605.html](http://www.NASFAA.org/publications/2005/NIdentifyKatrinaIssues091605.html).

Shortly after the extent of the damage became known, NASFAA launched a Hurricane Katrina Resource Page at [www.NASFAA.org/Katrina.asp](http://www.NASFAA.org/Katrina.asp), which we are updating continuously. Devoted to a wide range of financial aid and ancillary issues, the site provides a central source of information for schools. Many associations, organizations, and postsecondary news sites have established links to our Katrina site.

We have worked to make certain that assistance is provided not just to students at schools affected by the hurricane, but also to students who live in the areas hit by the hurricane and attend schools elsewhere.

We are supporting all manners of humanitarian efforts to help the victims of the tragedy. We encourage members to donate their time and financial support as they are able to the various agencies that are coordinating relief efforts. NASFAA's Katrina site includes a number of links for those who wish to contribute or donate. We have also established a way for schools that need help and schools that are volunteering help to find each other ([www.nasfaa.org/publications/2005/nhelpforms091305.html](http://www.nasfaa.org/publications/2005/nhelpforms091305.html)).

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NASFAA's leadership and staff continue to focus on the critical financial aid-related issues confronting the membership and will make all information available via Today's News and NASFAA's Katrina Web site as it is developed and becomes available.

While our minds, by necessity, are on regulations and legislation, our hearts remain with the NASFAA members, students, and families who have been touched by Katrina.

**Dallas Martin, NASFAA President**

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## Interesting Stuff for You!

### Employee Leadership Skill Development

*Submitted by: Doug Stanearth, CEO of The Leader's Institute*

In today's business world, conflicts are inevitable, but they don't have to be costly or time-consuming. If you manage people or projects, chances are that a majority of your day is spent resolving conflicts, in dispute resolution, or problem solving for other people. You may get to the point where you ask, "How am I supposed to get my job done, when I am constantly putting out fires."

The simple answer is, "You're not!"

This is going to really hurt, but if we are constantly putting out fires, we have our own selves to blame. I know that this phrase seems pretty harsh, but let's take a look at some simple truths about human behavior that makes this statement true. If someone comes to us with a conflict or a problem, and we solve it for that person, we will probably feel really good about ourselves. We'll feel like we've done our job. However, the next time the same person has a problem or a conflict, what have we trained the person to do? That's right. Come to us to solve it. Our job as managers and leaders is to not solve problems and put out fires. Our job is to build the self-confidence and self-esteem of our employees so they can solve the problems on their own.

Instead of spending time solving their problems for them, try asking questions and getting their opinions so they gain confidence coming up with solutions on their own. More often than not, they will surprise you with as good an answer as you would have given – sometimes even better. There may be times when you might even want to let them make small mistakes. People learn from their mistakes very quickly.

As your direct reports begin to solve problems on their own, their confidence in these areas will grow. This process is just one of many that can help us build strong leaders around us. In fact, as a speaker and trainer, I've come across a number of principles that have helped thousands of successful leaders and managers build strong people around them. The following is a summary of SEVEN of the principles that have been the most effective.

1. **Establish solid trust before offering advice.** "Trust men, and they will be true to you; treat them greatly and they will show themselves great." - Ralph Waldo Emerson
2. **Keep promises... even small ones.** "Character is much easier kept than recovered." - Thomas Paine
3. **Be enthusiastic about the success of others.** "Leaders don't create followers, they create more leaders." - Tom Peters
4. **Recognize the potential in others and help them achieve it.** "Treat people as if they were what they should be, and you help them become what they are capable of becoming." - Johann von Goethe
5. **Catch people doing things right.** "People ask for criticism, but they only want praise." - W. Somerset Maugham
6. **Praise the baby steps.** "Praise is like sunlight to the human spirit: we cannot flower and grow without it." - Jess Lair
7. **Go out of your way for people.** "To lead the people, walk behind them." - Lao-Tzu

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**Bonus Principle:** "Always give something extra. Underpromise; overdeliver." - Tom Peters

Doug Staneart, [doug@leaderinstitute.com](mailto:doug@leaderinstitute.com), is CEO of The Leaders Institute, Leadership and Management training. His classes focus on overcoming the fear of public speaking, building confident and autonomous leaders, and improving employee morale. He can be reached toll-free at 1-800-872-7830.

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## Interesting Stuff for You!

### 'LEAPS' Method Can Help With Emotional Customers

*Submitted by: Richard Burt, USA Funds Services*

Because of the critical role that financial aid plays in many students' ability to afford higher education, concerns related to this aid occasionally can lead to heated emotions. As a result, financial-aid administrators often must deal with emotional customers. USA Funds® University suggests using the LEAPS method in dealing with emotional customers.

**Listen.** When people are upset, they need to feel as though they are being heard. By politely listening to emotional customers and allowing them to vent their frustrations, you help to diffuse some of the anger they are feeling and show that you genuinely want to help.

**Empathize.** Show emotional customers that you understand and share their emotions, thoughts and feelings. By empathizing with customers and letting them know that you're on their side, you can calm emotional situations.

**Apologize.** If your office made an error, take responsibility on behalf of the staff and apologize for the mistake. Even if your office was not at fault, you can begin to regain emotional customers' confidence by saying, "I'm sorry that you feel that way," or, "I'm sorry this has been so hard on you."

**Positive attitude.** Keeping a positive tone and demeanor can help emotional customers relax because it helps convey that you are open to helping find solutions to their problems.

**Solve.** Your ultimate goal should be to solve the problem. This doesn't necessarily mean that you can meet the customer's exact demands, but you may be able to reach a compromise that will calm the customer.

"Dealing With Emotional Customers" was part of the USA Funds University Summer 2005 webcast series.

Submit articles to  
**Gary Spoales,**  
Newsletter Editor

## The Financial Aid Shell Game

**Director of Student Finance, DeVry University**

### Job Description:

DeVry University is a division of DeVry Inc., 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 26 university campuses and 39 adult learning centers in the United States and Canada, including DeVry University Online.

### Position Summary:

Directs and manages all aspects of the DC Metro Student Finance Department which includes: hiring, supervising, motivating, and training staff; preparing reports and budgets; ensuring compliance with appropriate regulations; and ensuring that all students receive high quality and comprehensive financial aid services.

### Essential Duties and Responsibilities:

1. Responsible for hiring, supervising, motivating and training Student Finance staff and organizing the Student Finance Department's activities and work flow to maximize their effective use.
2. Ensures that all Student Finance staff know and understand their responsibilities, authorities and accountabilities.
3. Ensures that all students that seek assistance from the Student Finance Department receive high quality and comprehensive information on financial aid services.
4. Interacts and counsels students on financial aid issues that are referred from the Student Finance Advisors; strives to overcome student financial aid issues in order to maintain student retention.
5. Monitors and reports on school performance in areas of financial aid delivery, accounts receivable, collections, third party billing, and related Student Finance functions.
6. Ensures timely and accurate awarding, authorization, and disbursement of all federal and state aid.
7. Plans and controls student loan default process and ensures proper administration.
8. Manages all federal and state funding within the Student Finance Department.
9. Serves as a key fiduciary of all funding received on behalf of students for the Metro.
10. Develops and implements policies and procedures in order to improve the Student Finance Department's operations.
11. Participates in Metro operational management committee meetings and assists in the planning and execution of metro-wide programs and initiatives.
12. Ensures that all Student Finance activities and operations are carried out in compliance with federal and state regulations.
13. Establishes and maintains effective or positive working relationships with other DC Metro Departments especially: Department of Enrollment Management (DEM), New Student Enrollment Services (NSES), Registrar, and Academic Operations.
14. Establishes and maintains effective and positive working relationships

- with corporate OBT Student Finance, professional associations and state and federal agencies.
15. Performs related duties as assigned.

**Contact Information:**

Cary A. Whitcup, Dean of Student Affairs  
DeVry University - Metropolitan DC Region, 2450 Crystal Drive, Arlington, VA  
22202-3843  
Phone:(703) 414-4032; Fax: (703) 414-4030; Email: [cwhitcup@dc.devry.edu](mailto:cwhitcup@dc.devry.edu)

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**Market Development Representative, First Marblehead Corporation**

**Job Description:**

First Marblehead Corporation, an industry leader in providing services for private, non-governmental, education lending in the United States, and TERI, a recognized leader in the field of information services and private loan guarantor for education, seek a Market Development Representative. The Market Development Representative will work directly with school and lender contacts in the region to increase utilization of all TERI guaranteed loan programs and services. The position requires extensive travel predominantly in Virginia, North Carolina, South Carolina and some travel in Kentucky and Tennessee for conference participation and meetings with school administrators. The ideal candidate will work out of his or her home office in a strategic location within Virginia, North Carolina or South Carolina. Periodic meetings in the Boston Office are required.

**The ideal candidate must meet the following qualifications:**

- 3-5 years of financial aid or student loan experience preferred
- Proven track record of cultivating, maintaining and enhancing ongoing relationships with school and/or lender contacts
- Possess a high degree of professionalism and integrity
- Be very independent, organized, self motivated and committed to achieving the goals of the marketing team.
- A self confident public speaker, comfortable speaking in front of small and large groups
- Possess working knowledge of Microsoft Office Suite – Word, Excel, Power Point, Outlook
- BA/BS degree preferred

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Please submit resumes electronically with salary requirements to The First Marblehead career site at [www.firstmarblehead.com/careers](http://www.firstmarblehead.com/careers).

**Contact Information:**

Lydia Magill, Contract Recruiter, First Marblehead Corporation  
31 St. James Avenue, Boston, MA 02116  
Phone: 617.535.7154; Email: [lmagill@firstmarblehead.com](mailto:lmagill@firstmarblehead.com)

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## SASFAA News

*Submitted by:* **Guy Gibbs, 2005-2006 SASFAA President and VASFAA member at Northern Virginia Community College**

### Remember Our Colleagues

Hurricane Katrina brought devastation to South Florida and then turned its wrath to the Gulf Coasts of Alabama, Mississippi and Louisiana. Please remember our colleagues, their families, students and others as they cope with the aftermath of this horrendous hurricane. SASFAA and the State Presidents have worked together to identify charitable organizations to which monetary contributions might be sent. We have also worked to find additional ways in which we might assist our colleagues. Please let your State President know of your interest in assisting our colleagues in SASFAA and SWASFAA.

SASFAA colleagues, the following information is related to relief agencies where contributions can be sent to assist those affected by Hurricane Katrina. I am able to provide you with information relative to Alabama and Mississippi at this time. If I obtain other information relative to Florida, it will be communicated via the listserv and SASFAA website.

Monetary donations can be directed to your local Chapter of the American Red Cross. Should you donate, please ask that the funds be identified for relief efforts to the following chapters:

#### Mississippi

- Biloxi (MS Gulf Coast Chapter)
- Pascagoula (Southeast MS Chapter)
- Hattiesburg (South Central MS Chapter)
- Laurel (Pine Belt Chapter)
- Meridian (Key Chapter)

Soraya Weldon, President of MASFAA, has also indicated that contributions may be made to the Salvation Army in Biloxi or Gulfport.

#### Alabama

The AASFAA requests that donations be sent to the association so that those schools affected might request funds for students directly affected by the hurricane. If you wish to contribute in this manner, please forward funds to:

Charles Markle, AASFAA Treasurer  
Auburn University  
203 Mary Martin Hall  
Auburn, AL 36849

Please be sure to designate that the donation for is those students affected by Hurricane Katrina.

Buddy Jackson, President of AASFAA, has also indicated that contributions to the American Red Cross should be specifically directed to Baldwin and Mobile counties.

Submit articles to  
**Gary Spoaies,**  
Newsletter Editor

Our colleagues in Florida, Alabama and Mississippi have conveyed to me their appreciation for the emails, telephone calls, letters and prayers that have come their way. Please continue to keep all families affected in SASFAA and SWASFAA in your thoughts and prayers. We are blessed even through these difficult times because of the kindness of friends as well as strangers.

Additional information will be found on the SASFAA website: [www.sasfaa.org](http://www.sasfaa.org).

### **2005-2006 SASFAA Board and Committees Meet**

The SASFAA Board and Committee chairs met in Greensboro, North Carolina, in July. At that time, the operational budget and committee memberships were approved. At transition in June, the board was asked to identify their goals and objectives for 2005-2006. Those goals were presented and accepted by the President at the July board meeting.

One of the President's goals is to look at the creation of a SASFAA Foundation. With that in mind, Susan Little, Director of Financial Aid, University of Georgia, and Past President of SASFAA, has accepted an appointment to the board for the year. Her committee will look at the feasibility of establishing a foundation and ways that SASFAA might give back to the community. Thanks to the support of the membership and the generosity of SASFAA sponsors over the years, the association has reached its reserve fund goal and this gives us the opportunity to look at ways that we might serve the membership.

### **Annual Conference**

The annual conference will be held at the Sheraton Four Seasons in Greensboro, North Carolina, February 12-15, 2006. Mark your calendar now and join us for "Financial Aid Unmasked."

### **SASFAA Membership**

Join your colleagues as SASFAA members. Membership information is available on the SASFAA website: [www.sasfaa.org](http://www.sasfaa.org). The key is to be involved not only in your state association but also in the regional association. I would like to see all of you in Greensboro in February 2006. Join now – become involved!

### **Thank You to My VASFAA Colleagues**

Words cannot adequately express my appreciation to my colleagues in VASFAA who have supported me over the years while serving in various positions in VASFAA and encouraging my involvement in SASFAA and NASFAA. Your continued support is requested and your involvement in SASFAA is important. Brad Barnett serves as VASFAA's official voting member on the SASFAA Board and represents your interest well; however, we need to know how SASFAA can serve you. The key is to be involved not only in your state association but also in the regional association. I would like to see all of my VASFAA colleagues in Greensboro in February 2006.

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## 2006 SASFAA Conference

Submitted by: **Patricia Kelly, College of William & Mary**



Submit articles to  
**Gary Spoaies,**  
Newsletter Editor

Don't miss the 2006 SASFAA Conference – “Financial Aid: Unmasked” to be held in Greensboro, NC at the Sheraton Four Seasons from February 12th to the 15th. Mark your calendars now – 2006 will be here before you know it! Hotel reservation information and tentative agenda will be posted on the SASFAA web site in the next few weeks. In the meantime, if you would like to make reservations, contact the hotel directly at (336) 292-9161. If you have any questions about the conference or would like to give your input, please contact one of the following Conference Committee members:

<b>Lisanne Masterson</b> 2006 Conference Chair	<a href="mailto:lisanne@brevard.edu">lisanne@brevard.edu</a>
<b>Guy Gibbs</b> SASFAA President	<a href="mailto:ggibbs@nvcc.edu">ggibbs@nvcc.edu</a>
<b>Sharon Cross</b> Alabama Representative	<a href="mailto:shannon.cross@amsouthedlending.com">shannon.cross@amsouthedlending.com</a>
<b>Anna Zawisza</b> Florida Representative	<a href="mailto:azawisza@axiommg.com">azawisza@axiommg.com</a>
<b>Deborah Clark</b> Georgia Representative	<a href="mailto:dclark@atlantatech.edu">dclark@atlantatech.edu</a>
<b>Michael Morgan</b> KY Representative & 2007 Conference Chair	<a href="mailto:mmorgan@edamerica.net">mmorgan@edamerica.net</a>
<b>Laura Diven-Brown</b> Mississippi Representative	<a href="mailto:ldivenbr@olemiss.edu">ldivenbr@olemiss.edu</a>
<b>RoseMary Stelma</b> North Carolina Representative	<a href="mailto:stelmar@mail.ecu.edu">stelmar@mail.ecu.edu</a>
<b>Bill Whitlock</b> South Carolina Representative	<a href="mailto:whitlockwh@cctech.edu">whitlockwh@cctech.edu</a>
<b>Janette Overton</b> Tennessee Representative	<a href="mailto:joverton@jbc.edu">joverton@jbc.edu</a>
<b>Patricia Kelly</b> Virginia Representative	<a href="mailto:pgkell@wm.edu">pgkell@wm.edu</a>
<b>Janet Sain</b> Hotel Liaison	<a href="mailto:jsain@triad.rr.com">jsain@triad.rr.com</a>
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<b>Tolly Tollefson</b> Local Arrangements Co-Chair	<a href="mailto:deborah_tollefson@uncg.edu">deborah_tollefson@uncg.edu</a>
<b>Gary Mann</b> Lender Liaison	<a href="mailto:gary.mann@nelnet.net">gary.mann@nelnet.net</a>

<b>Keith Reeves</b> SASFAA Vendor & Sponsor Chair	<a href="mailto:dkr@clemson.edu">dkr@clemson.edu</a>
<b>Cruzio Lucero</b> SASFAA Diversity Chair	<a href="mailto:cmLucero@northeaststate.edu">cmLucero@northeaststate.edu</a>

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## Survival Knowledge About...

### Liza Bruce – A Spotlight Feature

*Submitted by:* Brad Barnett, JMU, with permission from Liza Bruce and ECMC

#### **Hard Lessons**

*“Hard Lessons” originally appeared as a two part article in the March-April and May-June 2005 editions of Update, the bimonthly magazine of the United Network for Organ Sharing (UNOS) and is reprinted with UNOS’s permission. The article is the story of Liza Bruce, ECMC Associate Client Account Manager and Coordinator for Diversity, and her experiences with kidney failure, transplant and blindness. Though the article represents a slight departure from the normal content of the ECMC Update, it provides what we consider to be inspirational and motivating content as well as includes valuable life lessons for all that choose to read it.*

**Written by Liza Bruce**

#### **Part 1**

Editor’s Note: The fact that Liza Bruce originally titled her article “Eight Precious Years” reveals much about her spirit. A person of great faith, Bruce has faced challenges—including blindness—that most of us can’t imagine. This is her story, in her own words. Part 1 tells of her experiences with kidney failure, transplant and blindness.

Life becomes very precious to you when it’s almost taken away. Since my kidney/pancreas transplant on March 5, 1997, I have learned that lesson very well. I became diabetic at the age of 17 at the end of my junior year in high school. I dealt with the diabetes, but I was determined not to let it change my life. I was as involved as ever in my senior year in high school. I loved school and participated in all the extracurricular activities I could handle. I left home in the fall of 1983 to attend the University of Virginia in Charlottesville, and that was when I began to have my first major issues with my diabetes. A college lifestyle is not conducive to a regular schedule or terrific eating habits and, of course, schoolwork was a constant stressor. I also dealt with the loss of my beloved grandmother at the end of my first year, and the paralysis of my father from the waist down on the second day of classes of my third year. I found myself dealing with one health issue after another and with what appeared to be never-ending stress. I often had a difficult time managing my diabetes. After graduating from U.Va., I went to work doing public relations for the Virginia Education Loan Authority in Richmond. I moved into the marketing department and began to travel throughout the state working with institutions of higher education. I married in 1994. The following year, I went to work for a company out of Florida, and I marketed student loans in Virginia, North Carolina, South Carolina and Kentucky. I traveled more than 75 percent of the time, and that really took a toll on my body. I had more trouble managing my diabetes than ever. Stress, long hours, not enough exercise and eating on an irregular schedule when taking out clients were all contributing factors.

#### **The Beginning of Complications**

In 1996, I began to suffer from a number of severe complications from the diabetes. I was often sick to my stomach. In March, I began to notice changes in my eyesight that even new glasses could not correct. I began to gain weight quickly, especially in my legs, even though my eating habits hadn’t changed. On the evening of June 25, I was doing paperwork in a hotel room in Chesapeake. When I looked up, I saw what looked like a spider’s web with a dark reddishbrown molasses-like substance moving very slowly through my vision. The next day when I checked out, I could not read the itemized hotel bill. I later learned that my eyes had hemorrhaged that evening. I began receiving laser treatments almost immediately. Although I had many, they were not helping to restore my eyesight. I had a number of surgeries that year to try to save my eyesight, but nothing worked. In September, I was diagnosed with kidney failure. I was sick all the time and was in constant pain. I moved home so that my mother could care for me. I went to conferences for work, but my mom did the driving and helped me do everything. I could see only blurs at that point. I went on dialysis around Thanksgiving. For three days

Submit articles to  
**Gary Spoales,**  
Newsletter Editor

every week, my mom would almost carry me to the dialysis center, and four hours later she would almost carry me out because I was so sick. After Christmas of that year, I was told the dialysis was not working, and that I would need a kidney to stay alive. In January, my mom and I made numerous trips to have all the required medical tests, and in February I officially became a “candidate” on the transplant waiting list at UNOS. Miraculously, only a month later, on March 5, 1997, a wonderful 40-year-old man from Kentucky died in an accident. From him I received not only a kidney, which saved my life, but also his pancreas, which meant that I no longer had diabetes.

### **Unbearable Pain**

Although I was appreciative of his gift, I hurt so much that I said my prayers before I went into surgery. I prayed for my family to have peace if I did not come through because the pain was unbearable, and I would finally be without pain. Thankfully, I did make it through the double organ transplant, but it took several years before I could truly celebrate. I had been in the hospital 25 times before the transplant, and I was in the hospital much of the first six months after the surgery. I had lost all the nerves in my stomach, and I was sick around the clock. My mom and dad were my rocks during that time. My mom was my nurse and my caregiver. I was scared, I couldn't see, and I couldn't do anything for myself. Whether in the hospital or at home, she devoted her life to ensuring that I would still have mine. And all the while that my mom was caring for me and staying with me day and night at the hospital, my dad would go to work to support the household, and he would never complain. My former husband was in college at the time, so I was especially grateful to be able to lean on my loving parents for support. In the fall of 1998, my mom took me home from the hospital armed with a morphine pump to help me endure the incredible pain and a J-tube for receiving liquid nourishment—all necessary because of the loss of nerves in my stomach. Although I was glad to be at home with my parents, I was not glad to be alive. Each and every day was filled with pain, and I wanted desperately to end my life. I hurt mentally and physically all the time. At the time of my surgery, I could see shadows out of one eye. Two weeks after the transplant, I had the last surgery to try to save sight in that one eye. Although everything possible was done, I became totally blind after that surgery. I was 32 years old, blind, sick and extremely depressed. I asked my family members to please help me end my life. My father could not talk to me about this, and my mother said she brought me into the world and there was no way she could help me do this. I asked my brother to please, please help me. He said that he knew I had been trying to deal with the pain and agony, but I needed to give it one more try. He said that if I tried my hardest, and I just could not keep going, that he would see what he could do to help.

### **Starting Over**

I don't know that my brother actually would have helped me end my life, but what he did that day was to give me hope. At that point in my life, I felt that there was no hope, and he gave me something to hold on to—a way out of the darkness and pain. Over the next few months, I got help from the Virginia Department for the Blind and Vision Impaired. A rehabilitation counselor came to the house and helped me begin to learn the Braille alphabet. He put raised dots on the washer and dryer and the microwave. A mobility instructor taught me how to use a cane and walk to the mailbox. Eventually I went for an evaluation at the Virginia Rehabilitation Center for the Blind and Vision Impaired. I spent several tearful days meeting with teachers who were outlining the classes I would take.

This was schoolwork like I had never known. Learning to read and type Braille, learning to touch type, learning to use the computer through key commands only, learning how to be safe in a kitchen using knives and a stove, doing laundry and ironing, labeling clothes and files, and walking unassisted through neighborhood streets were all part of the instruction. Most important was regaining my self-confidence. When I lost my eyesight, I also lost my self-confidence. Learning the skills I needed to adapt to blindness and learning to become independent once again enabled me to get back a great deal of confidence, which in turn enabled me to find the “old me” that had been buried for the past few years. After I finished classes at the rehab center, I began to do volunteer work there, and I began to think about going back to work. It was hard, though, to imagine what I could do if I couldn't see. I wanted more than anything to find a job that was comparable to my old job with the same salary and benefits, but the prospects for that were not too good.

### **Part 2**

Editor's Note: In part 1, Bruce told of her struggle with diabetes, kidney failure and loss of sight. The kidney/pancreas transplant she received in her mid-30s saved her life and cured her diabetes, but she still faced the challenge of learning to live with blindness and a dramatic loss of confidence. She also was struggling with depression, exacerbated by her divorce and what she felt might be limited job opportunities as a person who was blind. But that's not the whole story.....

One evening in June 1999, I was watching “Dateline”. There was a story about a woman who had been paralyzed in a horseback riding accident, and she wanted a sport that didn't make her feel attached to her wheelchair.

She found a place in Florida called the Wallaby Ranch, and they taught tandem hang gliding. While the teachers there don't normally work with people with disabilities, they are happy to teach anyone who wants to learn. The next day I called 411 and got the phone number for Wallaby.

After talking for only 10 minutes with Malcolm Jones, the founder of Wallaby, I knew with every fiber of my being that I needed to go to this place. What was even more significant was that I knew in my heart that I could trust this man who I knew only through a phone conversation. Up to this point in my "blind life," I found it difficult to trust people because I could not see them. This time, however, I saw with my head and my heart instead of my eyes. I made arrangements to go to Florida two weeks from the date of that phone call. None of my family or friends were able to go, but I knew that this was something I just had to do. I flew to Florida with my cane and my suitcase, and I had a weekend that changed my life.

I went on 10 tandem hang-gliding flights. I went waterskiing. I was taken on a motorcycle ride going as fast as 85 mph, and I went running and bicycling through an open field. I tasted the sweetness of freedom and independence, and it felt like a victory over the darkness and pain of the recent years.

### **Getting My Life Back**

It was then that my life started to come back into focus. I had such a great time that I wanted more adventure. I went back to Wallaby three more times that year. I also went to Wyoming with a friend from Wallaby, and we went hiking, camping, horseback riding and rock climbing.

In early 2000, I was finally rid of the morphine pump and the J-tube. My mom and dad continued to be the rocks in my life, but I felt ready to have a place of my own.

In February, I got an apartment in downtown Richmond, Va., and in May I got a job at the Educational Credit Management Corp. This company was the privatized version of the company where I began my career, so it was like coming home. I even started a diversity initiative for the company's Richmond office. I loved the work.

At first, I walked back and forth to my new job with my cane. On the third day, I got lost in the middle of a parking lot, and I decided that I needed some eyes that really worked. I applied for a "leader dog" through Leader Dogs for the Blind, the dog guide school in Rochester, Mich., sponsored by the Lions Clubs.

### **Feeling Stronger Than Ever**

Up until that time, I had never had a dog of my own. When I lost my sight, everyone asked if I was going to get a dog guide. I said heck no because they slobber, they shed, they bark and they have bad breath.

Well, my tune sure changed. I left for Leader Dog with my suitcase and cane at the beginning of June, and 25 days later I came home with my wonderful companion, Baxter.

I got Baxter with only transportation safety in mind, but I could never have imagined how he would become a part of me. I was a single woman in an urban area, and I always felt scared and uncertain before I got Baxter.

Baxter and I have done a lot of traveling together, including another trip to Wallaby, where I met and began dating a neat hanglider pilot who moved to Richmond from Oregon. We began riding a tandem bicycle together, four days a week, and we decided to train for Cycle Oregon, a 320-mile weeklong bike tour. That year, we biked 2,300 miles.

In the spring of 2002, we rode Bike Florida on our tandem. During this weeklong 360-mile tour, we biked over 100 miles in one day. It was a wonderful trip, and I felt stronger than ever before in my entire life. Unfortunately, though, my friend moved back to Oregon, and I had to find a new tandem partner.

## **August 2005**

### **Life in Tandem**

In March, I asked a cycling friend to take me with him to a local bicycling association meeting. A month later, I asked this friend if he would go with me to the annual tandem bicycling association picnic. We knew that we would not have a lot of time for visiting during the picnic, so we made plans to have dinner the evening beforehand.

On the day of the picnic, we had a fabulous time visiting with our biking friends and talking about biking. It was a glorious spring day, and it was just plain fun.

That afternoon when my friend took me home, we realized that we still had the rest of the day, so we drove around neighborhoods to help him look for a new home. We had beautiful weather and great conversation. It was an awesome day—and the beginning of my happily-ever-after life with David Hines.

David and I were married on May 15, 2004, in Richmond. My life with David is more wonderful than I could ever have imagined. He never knew me in my former life before my transplant and before I was blind. We have a home that we share with Baxter and David's chow-chow, Bear. We celebrate the gifts of everyday life, and I have more blessings than anyone could ever imagine.

Every day I get to see the true goodness in people, and I experience the world without my sight and without the prejudices that are a natural part of having sight. I am continually amazed at the care people extend my way. I have the members of the Richmond Host Lions Club and the staff of Leader Dog to thank for making Baxter and me a team.

I also am the beneficiary of the awesome work done by UNOS and LifeNet, and the hundreds of people who work to coordinate organ donation and transplantation 24 hours a day, 365 days a year. I am the beneficiary of the incredible skill and knowledge of my transplant surgeon, Dr. Marc Posner, and my nephrologist, Dr. Anne King, as well as my transplant coordinators, Teresa Kitts and Cindy Clark, and others too numerous to name.

I also have a special friend I've never met. I carry his kidney and his pancreas inside of me, and I carry part of his spirit, too. The happiness in my heart and the wonderful life I lead wouldn't have been possible without my life-saving transplant, and I am eternally grateful.

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## Calendar Guide

2006	
<b>February 12-15</b>	<b>SASFAA 2006 Annual Conference</b>
<b>May 6-10</b>	<b>VASFAA 2006 Annual Conference</b>

Submit articles to  
**Gary Spoales,**  
Newsletter Editor

### SASFAA Newsletter Publication Schedule

**Quarterly Newsletters:** October, December, April and June. (Articles and advertisement are to be delivered to the Newsletter Editor no later than the 10th of the month preceding publication of the newsletter.)

Articles are to be submitted to April Kendrick, SASFAA Newsletter Editor, Bluegrass Community and Technical College at [April.Kendrick@kctcs.edu](mailto:April.Kendrick@kctcs.edu), telephone number 859-257-4872 ext. 4235 and fax number 859-257-6274.

**\*Materials should be sent as a Word attachment, New Times Roman font, 10 pitch, and third person.**

### 2005-2006 VASFAA VOICE Article, Ad, Photo Submission Windows

Issue	Submission Deadline	Publication	Focus
Fall 2005	<b>September 10</b>	October 1	Leadership Development
Winter 2006	<b>December 15</b>	January 10	Training
Spring 2006	<b>March 20</b>	April 10	Conference
Summer 2006	<b>June 1</b>	July 1	Transitions

Send all submissions to Gary Spoales, Newsletter Editor, via email @ [gary.a.spoales@bankofamerica.com](mailto:gary.a.spoales@bankofamerica.com).

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## Survival Knowledge From...

### Association Sponsors

*Submitted by: Biz Daniel, Chair*

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<b>Gold Sponsors</b>
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Nellie Mae
USA Funds
<b>Silver Sponsors</b>
AMS
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Chase Education Finance
CFS
Citizens Bank
National Education
NSLP
Sallie Mae
TG
Wachovia
Wells Fargo Bank
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AES
Campus Door
Citibank

<b>ED Fund</b>	
<b>Key Bank</b>	
<b>Nelnet</b>	
<b>PNC</b>	
<b>Sallie Mae Education Trust</b>	
<b>Student Loan Express</b>	
<b>TERI</b>	
<b>Sponsors</b>	
<b>Access Group</b>	
<b>College Board</b>	
<b>Ed Financial</b>	
<b>ELM</b>	
<b>Great Lakes</b>	
<b>Next Student</b>	
<b>Total Sponsorship Dollars</b>	<b>\$89,750</b>

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## Survival Knowledge From... The Department of Education

Submitted by: **Bill Spiers, Tallahassee CC**

*"Our hearts go out to the victims of this unspeakable tragedy. We stand ready to help and will do everything in our power to meet the needs of those affected. We will work to ensure that federal student aid rules are applied in a way that enables every student displaced by Hurricane Katrina to continue his or her education."* – Secretary of Education Margaret Spellings

### Federal Student Aid Hurricane Katrina Information

#### Help is Available for Students, Borrowers and Schools

The U.S. Department of Education is committed to assisting students enrolled in postsecondary education impacted by Hurricane Katrina. This page provides links to information we have posted to various websites related to the impact of the hurricane on students, parents, borrowers, colleges and universities, and financial institutions that participate in the Federal higher education student assistance programs. In addition, participants can call the phone numbers listed below to ask questions not answered in the posted documents. Please check this page regularly for updates, as we will continue to post information as soon as it is available.

#### Links to Posted Hurricane Katrina Information Updated September 9, 2005

Federal Register: September 9, 2005 (Volume 70, Number 174) Hurricane Katrina; Notice extending institutional and applicant filing and reporting deadlines.

(09-09-2005) ANNOUNCEMENT #4 - CPS and COD Technical Support

(09-09-2005) ANNOUNCEMENT #3 - Adding Federal School Codes

(09-09-2005) ANNOUNCEMENT #2 - Deadline Extensions

(09-02-2005) ANNOUNCEMENT #1 - Transfer Students

February 2004: GEN-04-04: Subject: General guidance for helping Title IV participants affected by a disaster

General questions may be emailed to [KatrinaFSAhelp@ed.gov](mailto:KatrinaFSAhelp@ed.gov).

Students and parents can call 1-800-4FEDAID (1-800-433-3243) for general questions.

Borrowers who have questions about their Federal Direct Loan can call the Direct Loan Servicing Center at 1-800-848-0979.

Borrowers who have questions about their Federal Family Education Loan (FFEL) Program loan should contact their lender directly, or they can call 1-800-4FEDAID (1-800-433-3243).

Postsecondary schools with questions can call 1-800-433-7327 or they can send an e-mail to [fsa.customer.support@ed.gov](mailto:fsa.customer.support@ed.gov).

Lenders, servicers and guaranty agencies with questions can call 202-377-3624.

### **Links to Other US Department of Education Web Sites:**

- US Department of Education "Hurricane Help for Schools" – <http://www.ed.gov/katrina>

### **Links to Other Web Sites:**

(Note: If you link to the following web sites, you will be leaving the US Department of Education's site. Inclusion of information about non-government web sites does not imply endorsement of those sites by the US Department of Education.)

- "Campus-to-Campus Assistance in the Aftermath of Hurricane Katrina" – [www.campusrelief.org](http://www.campusrelief.org)
- "National Association of Student Financial Aid Administrators Hurricane Relief" – [www.nasfaa.org/linklists/katrina.html](http://www.nasfaa.org/linklists/katrina.html)
- United States Colleges and Universities Help for Student Victims of Hurricane – [www.globaled.us/studenthelp](http://www.globaled.us/studenthelp)

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## Humor in the Workplace From Virginia Tech

Karen Richel, a graduate assistant, has joined the staff to develop financial literacy training and materials for students. During the July orientation programs, Karen surveyed students to determine their information needs. Karen asked one student, "Where do you get money?" The student replied, "From the ATM machine." Karen then asked the student, "Where does the bank and ATM machine get its money?" The student, quick on her toes, answered....."The government!" Does this suggest that financial literacy 101 will require more information than "never a borrower nor a lender be"?! Perhaps Jay Leno and his late-night on-the-street interviews can help Karen develop the perfect program!

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## Survival Knowledge About... Constitution Day

*Submitted by:* **Linda Miller, James Madison University**

*Prior to Hurricane Katrina, the biggest new issue on the agendas of college campuses was how to celebrate Constitution Day. Linda Miller of the Newsletter Committee and James Madison University shares two reports about JMU's activities. The first is a reprint from the Chronicle of Higher Education and the second is the announcement and description of activities from JMU's website.*

**Reprinted with permission from *The Chronicle of Higher Ed*:**

### Already Celebrated

For some colleges, celebrating Constitution Day is nothing new. At James Madison University, honoring both the document and the Virginia university's namesake—who was instrumental in writing the Constitution—is a matter of institutional pride. In addition to Constitution Day, the university holds similar programs on Madison's birthday, in March. In the past, the university has marked September 17 by dedicating a statue of Madison, the nation's fourth president, holding a voter-registration drive and sponsoring lectures on the Constitution.

This year, the events will include a lecture on the Constitutional Convention by a history professor and readings and speeches by the student-government president and others near the Madison statue.

B. Philip Bigler, director of the university's James Madison Center, sees the day as an opportunity "for our students to become aware that our namesake is also the father of the Constitution." Mr. Bigler advises a student group called the "1787 Society" that studies and raises awareness of President Madison and the Constitution on the campus. The group will distribute pocket-size copies of the Constitution and stress balls with "1787" printed on them to students on September 16.

"I've always believed that holidays should mean something and not just be a three-day weekend," Mr. Bigler said.

Although students at the university have a general awareness of the Constitution, they rarely consider its importance in their everyday lives, he said, adding that the university ought to make students more aware of that role.

The whole thing... <http://chronicle.com/daily/2005/08/2005082503n.htm?rss>

**September 9, 2005, HARRISONBURG** – Now, everybody's doing it—marking Constitution Day, that is.

A new federal law requires colleges and schools to present educational programs about the U.S. Constitution every Sept. 17, the date when, in 1787, members of the Constitutional Convention, including James Madison, signed the final draft of the Constitution.

In addition to honoring Madison on his birthday each March, JMU has been observing Constitution Day for a number of years; most recently, dedicating its James Madison statue, conducting voter registration drives and holding lectures, speeches and readings related to Madison and the U.S. Constitution.

This year, as Sept. 17 falls on a Saturday, Constitution Day will be commemorated at JMU on Friday, Sept. 16. Events to mark the anniversary include:

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- Free copies of the U.S. Constitution and U.S.-shaped, soft-foam "stress balls" printed with "September 17, 1787," on them will be distributed from 11:30 a.m. to 1 p.m. on The Commons. A large copy of the Constitution will be displayed and a "We the People" cake served.
- Phil Bigler, director of the James Madison Center, will officially present the Public Sphere Debate Award to JMU at noon on The Commons. The national award was won last spring by JMU's debate team for its sponsorship of the Madison Cup collegiate debate competition and for having "best advanced the values of debate in the public sphere."
- Dr. J. Chris Arndt, professor of history at JMU, will give a one-hour talk, "September 17, 1787: The Day," beginning at 2:30 p.m. at the James Madison Center, Room 205, Wilson Hall.
- Two historical flags will fly in front of Wilson Hall: a 15-star, 15-stripe American flag from Madison's era and a blue Constitution Day flag.

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