

# VASFAA VOICE

VASFAA HOME

## Spring 2004 2003-2004 Year, Issue III

Sherwin Hibbets, VASFAA President  
Gary Spoales, Editor

[Special Information on 2004-2005 VASFAA Elections](#)

▶ [Vendor and Sponsor Listing](#)

▶ [Calendar](#)

▶ [Newsletter Committee and Issue Contributors](#)

▶ [Article Deadlines](#)

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

*A Special Message from the NEW SASFAA Leadership Team  
from VASFAA*

We would like to thank all of our VASFAA friends and colleagues who supported us in the recent SASFAA elections. Out of 41 SASFAA Presidents, only three up until this point came from Virginia and while we don't know how many Vice Presidents there have been from Virginia off-hand, the fact that both of us were elected in the same year was in large part due to all of you. Thanks so much for your faith in us!

Zita Barree & Guy Gibbs



▶ [Vendor and Sponsor Listing](#)

▶ [Calendar](#)

▶ [Newsletter Committee and Issue Contributors](#)

▶ [Article Deadlines](#)

## 2004-2005 VASFAA ELECTIONS

Elections for 2004-2005 offices will be held during the spring conference in Virginia Beach, VA. 2003-2004 VASFAA members in good standing are eligible and encouraged to vote in the election. If you are unable to attend the conference, you may still vote by absentee ballot. You must return your ballot to the Elections & Nominations Committee by April 30, 2004. Full directions are on the ballot found below.

- [Absentee Ballot](#) (MS Word Format)

### Candidate Statements

#### President-Elect

**Brad Barnett**  
**James Madison University**

[Full Candidacy Bio](#) (MS Word)

Thank you very much for the honor of running for VASFAA President Elect. It's a blessed person who can look in the mirror every day and say, "I've found my niche in life." Needless to say, I feel very blessed.



For the past three years I have had the honor of serving you on the VASFAA Executive Board as a Representative-at-Large. Serving VASFAA in this capacity has allowed me to learn a great deal about the needs of the membership, and afforded me the opportunity to assist with developing programs and policies to help meet our association's goals.

Additionally, over the past several years I have served on a number of VASFAA committees, presented numerous sessions at VASFAA conferences and workshops, and coordinated the curriculum for the association's New Aid Officer Workshops. I have also had the opportunity to represent my school and VASFAA by serving as a session presenter and/or committee member for SASFAA, NASFAA, and AASFAA, as well as being a SASFAA New Aid Officers' Summer Workshop Faculty Member for five years.

I have seen VASFAA undergo many changes over the past several years and I am very excited about where we are headed. For example, our presence on the legislative front is increasingly becoming stronger; the new conference structure for 2004-05 is going to provide some exciting specialized training opportunities for the membership; new vendor/sponsor guidelines will give our vendors and sponsors back their individualized recognition for what they contribute to our association.

I could go on and on about the positive things VASFAA is doing, but instead, I will stop here and ask for your support to continue taking VASFAA into our exciting future.

### **Treasurer-Elect**

#### **Brenda Burke Virginia Tech**



I am honored to be nominated for the position of Treasurer-Elect for the 2004-2005 year. I have been an active VASFAA member since 1989. During this time I have had the pleasure of serving on the Membership committee, chairing this committee for three years. I have also served on the Conference committee. My financial aid experience has included working in the proprietary sector for 4 years, the two year public sector for 7 years, and now the four year public sector for 4 years. This diverse background enables me to be open to new ideas and possibilities for the entire financial aid community. My educational background includes a BBA in Finance, a master's degree in Higher Education Administration, and I am currently working on a PhD in Higher Education Student Affairs.

Through VASFAA, I have met people that I now call my friend that I would have not otherwise had the pleasure to meet and share ideas with. I believe in VASFAA and the goals and mission of the organization. I can promise that if elected, I will promote VASFAA's objective to increase professional development of its members and to assist in the promotion and development of student financial aid programs while keeping VASFAA financially sound. I would appreciate the opportunity to represent my colleagues, assist in the growth of our organization, and offer my experiences to the position of Treasurer-Elect.

### **Representative-at-Large**

#### **Karen Gilliam Virginia Commonwealth University**



I've been a VASFAA member for the past 14 years. I'm very excited to be given the opportunity to run for one of the Rep. at Large position's. I look forward to the upcoming challenges and meeting the goals of the VASFAA organization through this position.

#### **Pat Kelly College of William & Mary**



My gratitude is extended to the VASFAA Board for the opportunity to present myself to you as a candidate for the position of Representative at Large. It is a great honor for me to seek this position and I respectfully ask for your support in this spring's election.

It is thirty-four years this summer that I have been in the financial aid field, thirty-six if you count the years I spent as a student assistant. How can one withstand this number of years in financial aid, you may ask? The answer is very clear. The financial aid field is fast-paced, complex, ever-changing, and challenging to me. The profession stands for service to others in all regards, service first to the students who come to the office everyday for help in financing their educational plans. Service to the institutions who employ us, to the communities where we

live, to the staffs we work with, to the various agencies whose funds we award and are responsible for, and service to the professional liaisons of which we are proud to be a part.

Principally, I have worked in the counseling area for a major portion of my career. It has been like working in a hospital ER, where immediate action is always apparent and where there is always somebody coming in for assistance. Customer service has been my focus, both personally and at the institutions where I have worked. Because of this focus on customer service, extending myself beyond the office to professional associations has been an appealing enticement to my work in financial aid.

Prior to moving to Virginia, I was a member of Region 3 NYSFAAA and I enjoyed committee work with guidance training and lender workshops. I served as a committee member and chair. I was also a member of the State University of New York Financial Aid Professionals (SUNYFAP) and I was pleased to represent the four year University Centers as a Representative-at-Large for eight years.

Since 1997, I have been an active member of VASFAA and have served as Chair of both the Awareness Committee (one year) and the Support Staff Training Committee (three years) and as Training Committee Co-Chair most recently.

I am proud to be part of this profession and I would like to be part of VASFAA's leadership. This is a hard-working association, striving for excellence in all that the financial aid profession represents. In moving from a two conference to a one conference association, I can state that I have experienced working with state associations that cover large geographic areas and I know the importance of communication and contact that can unite membership. I believe I can do great things for VASFAA in this regard. I will work to initiate new goals and continue to fulfill older goals regarding what the Association's needs are.

If elected, I promise to serve VASFAA actively, striving to keep its mission ever in focus through dedication to service. Please support my candidacy for VASFAA Board Representative. Thank you.



Table of Contents

## A PRESIDENT'S PAUSE

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

by Sherwin Hibbets, Regent University  
2003-2004 VASFAA President

Spring has sprung! New life is popping up through the ground and showing on the trees. I think we are all glad for the freshness that spring brings; days staying light longer, and just an overall feeling of being alive and energized—ready to run the race, and go the distance! We always have the race ongoing before us for which to maintain a steady pace as we work through the spring and into the summer to ensure readiness for our fall terms beginning.

Before I continue on making Tracks in this edition, let me first extend my sincere "Congratulations!" to a couple of our members who are making significant tracks themselves in our profession. We are excited to have two of our own elected at the recent Southern Association of Student Financial Aid Administrators' (SASFAA) conference in Birmingham, Alabama. **Guy Gibbs** of Northern Virginia Community College was elected to the position of **President-elect**, and **Zita Barree** of Virginia Commonwealth University was elected to the post of **Vice President**. Please join with me in expressing congratulations to these two outstanding colleagues in VASFAA. We can rest assured that Guy and Zita will do a phenomenal job as they work with SASFAA just as they have already done in Virginia!

VASFAA held its Winter Board meeting on January 29-30, 2004 in Charlottesville, VA. Items acted upon included adoption of a proposal that we begin voluntary compliance with the Sarbanes-Oxley Act (which is not presently required of non-profit organizations). Also, we are planning a **Leadership Seminar** for experienced *and* new aid officers. Other items covered were the completion of our Association inventory of property and determination of old equipment disposal. Additionally, VASFAA submitted its "Get to Know VASFAA" (aka "The VASFAA Vision") piece for consideration in **NASFAA's State Award** review.

The Leadership Seminar referenced above has been developed by the Experienced Aid Officers' Committee by revamping the originally planned Experienced Aid Officers' Workshop. The format of the seminar is geared toward teaching leadership skills (personal and professional) to a relatively small group of individuals (around 50-75). During the January 2004 Board meeting the Board voted unanimously to sponsor a limited number of individuals to attend this seminar with the goal of developing future leaders for the Association. See a related article in this *VASFAA Voice* for more information.

The Awareness Committee, chaired by Angie Hawkins, as mentioned in our last edition of the *Voice*, had several events planned. These plans became productive events. Efforts included obtaining Governor Mark Warner's proclamation of January as "Financial Aid Awareness Month", a call-in show on a Richmond, VA television station on January 19, as well as the Super-Saturday event hosted at five sites throughout the state on February 7, 2004. This event assisted students and parents with FAFSA completion as well as

provided opportunity for them to have financial aid questions answered.

Other committees are also hard at work, including those that are in transition. Speaking of committees in transition, the Vendor-Sponsor Relations Committee is in that situation. Recently, Committee member Michael Poma was asked to step up to fill the role of Chair for the remainder of the year due to the resignation of the previous Chair, Tanya White. We are grateful for the solid start of the Committee in the first half of the year under her leadership. Even with Michael's recent acceptance of the appointment, he has already been moving things forward to continue ensuring the Committee's successful year.

As we look forward to passing the mile marker of a successful peak-processing season in our shops, may I encourage you to take a brief stop to reenergize yourself and your staff? Remember to register for and attend the VASFAA Spring Conference on May 2-5, 2004 in Virginia Beach, VA at the Founders' Inn and Conference Center. Visit the VASFAA web site at [vasfaa.org](http://vasfaa.org) and select the "Conference Info" option in the left margin index for registration, hotel, and agenda information. It has a full agenda of relevant topics.

And, for your Support Staff, check out the information on the remaining workshop offered this spring. See the schedule of upcoming conferences and training below and the VASFAA website for details.

### **Upcoming Conferences and Training**

As we always need a new boost of energy from new information and ideas, don't forget to take time to get re-energized at these excellent training events.

Support Staff Training: *The Power of Full Engagement* – April 28, 2004 in Norfolk, VA

VASFAA Spring Conference - May 2-5, 2004 in Virginia Beach, VA (Founders Inn & Conference Center).

SASFAA New Aid Officers' Workshop – June 20-25, 2004 in Tampa, FL

SASFAA/SWASFAA Mid-Level Workshop – June 27-29, 2004 in Jackson, MS

NASFAA Annual Conference – July 18-21, 2004 in Minneapolis, MN

VASFAA Leadership Seminar – November 15-16, 2004 in Charlottesville, VA. (In the fall we will not have a traditional fall conference, but will instead group a number of different activities, e.g., the Leadership Seminar referenced above, Board meeting, etc.)

### **VASFAA and SASFAA Board Meetings**

- Next regular VASFAA Board meeting – May 2, 2004 (preceding the VASFAA conference)
- VASFAA transitional Board meeting – June 2-4, 2004: Peaks of Otter, VA.
- SASFAA transitional Board meeting – June 10-13, 2004: St. Pete's Beach, FL.
- Fall VASFAA Board meeting – November 14-15, 2004: Charlottesville, VA

Thank you for all you do to assist students and ensure VASFAA goes the distance in meeting our mission!

**Submitted by Sherwin Hibbets, President of VASFAA**

## PAGE 2

[◀ Last](#) | [Next ▶](#)

▶ [Vendor and Sponsor Listing](#)

▶ [Calendar](#)

▶ [Newsletter Committee and Issue Contributors](#)

▶ [Article Deadlines](#)

[Table of Contents](#)

## Editor's Embellishments

by Gary Spoales, Bank of America  
VASF AA Voice Editor

Welcome to the third issue of 2003/04. This Spring issue coincides with the beginning of the Spring season and all that it brings. As you review this issue, there are a few important highlights, most importantly our members being elected to leadership positions in SASFAA. Zita Barree and Guy Gibbs will certainly represent you well at the next level. VASF AA is also in the midst of an election activity which will culminated in the casting of ballots at the Spring conference. Interested candidates have prepared statements for your review. They are presented in this issue to help you decide how to vote. Please participate in this important process. The VASF AA calendar is full of activity which you will uncover as you review committee announcements and other sections to see where your friends relocated. The conference is coming up and there is conference news in this issue and more to see on the website. In addition, several committees have new information for your reading pleasure.

The Newsletter is actively seeking your input. I've been asked to chair the committee for a third year. With that in mind, I am actively seeking new members to join our group who are interested in reporting on activity across the state. As an added improvement, I am striving to find representatives in each region of VASF AA to actively contact schools in their area about breaking events and informational updates. If you would like to be a part of this creative team, contact me at 301-879-8008 and volunteer. We'll get your feet wet for our final issue of this year as preparation for the 2004-05 newsletter season.

We hope to see everyone at the May conference.

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

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

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

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

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

We are seeking Gold Sponsors to possibly submit vertical ads this year (to enable us to

get them further up in the page & have text wrap around the ad). A vertical ad would be about 2" wide x 4-5" high. An example of the size of traditional ads may be found at: <http://www.vasfaa.org/docs/newsletters/fall2002/page1.htm>. We had one sponsor submit an animated gif. ad which can be viewed at: (<http://www.vasfaa.org/docs/newsletters/summer2003/page6.htm>)

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

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

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

## SPOTLIGHT FEATURES

[Sticker Shock or Culture Shock?](#) | [Borrower Loan Limits Guide to Developing a Default-Management Plan](#)

### **Sticker Shock or Culture Shock? Assessing Access Barriers to the Retention of Non-Traditional Student**

"I had to quit school because I didn't get enough financial aid" is a common retort I would hear from students when I used to wear my financial aid administrator's hat. Often upon further inquiry or probing however, the truth was often some other underlying personal matter--family issues, boyfriend or girl friend problems or some other issue not directly tied to affordability. Claiming "financial aid" or lack thereof as being the impetus for leaving school is a much cleaner and acceptable excuse than some messy personal matter.

"Sticker Shock" or the rapidly increasing cost of higher education is indeed a barrier to access for students. However I would like to suggest that a phenomenon called "Culture Shock" shares some culpability for retention problems. Although I believe all students experience some form of culture shock in college, it might be more profound for first generation or non-traditional students. Whether we like to recognize it or not, institutions of higher education have a distinct culture. The ivory tower culture however is becoming more and more alien to the demographic it is trying to recruit and retain.

Kalvero Oberg in the late 1950's was one of the first persons to coin the term "culture shock." He states that culture shock could be called an "occupational disease of people who have been suddenly transplanted abroad." The shock comes when all the subconscious cues such as facial gestures, words, and social intercourse norms one grows up with are no longer the norm in one's new environment. Simply put, Oberg states that the person becomes "like a fish out of water." To take his analogy further, I would like to suggest that the non-traditional student entering our campuses are in fact the first ones in their families, or neighborhoods to jump out of the pond. Students of a similar ethnic make-up sitting together in the cafeteria, or living in a particular dorm, are seeking an environmental oasis in response to world of unfamiliar cultural cues.

What does this have to do with financial aid? Plenty. What other office touches anywhere from 35% to 95% of it students and does so in such an in depth (perhaps invasive) nature? What other office delves into everything from divorce, death to income and is even required in some cases document it? However it isn't simply the high touch nature of financial aid but *timing* that gives this office an unique responsibility to recognize potential cases of culture shock. Most often the second stage of culture shock (or flight response) comes in or about the third month of being immersed in the new culture. Suspicion and anger toward the host culture is at its height, and the proclivity to long to return to one's "normal" environment reaches its peak. This peak at traditional campuses coincides with the time period that is between post "add-drop" for classes and the mailing of bills for second semester.

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I have often stated when it comes to envisaging the new demographic of our student body, the financial office *is* the admissions office. Financial aid administrators “admit” freshmen to become sophomores, sophomores to become juniors, junior to become seniors. Financial aid administrators wear many hats, including a retention hat. Having a better understanding of the effects of culture shock falls into the retention role and clearly more study needs to be done on the subject.

I remember one time I was counseling a young women from Latin America. She stated that she was leaving school due to financial aid problems. Well after fixing her “financial aid” problem she lamented that she was still going home. Among the score disappointments that overwhelmed her was the fact that she “couldn’t think” because it was too cold. Although financial aid administrators will never be able to do anything about the weather, we can make sure that financial aid issues, coupled with culture shock, don’t make the perfect storm to wash away our new and most precarious population.

**Submitted By Michael A. O’Grady, Bank of America**

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## **Borrower Loan Limits: Key Reauthorization Topic**

Should federal borrowing limits for students who attend the nation’s colleges, universities and vocational schools be lifted or remain at the levels last set by Congress in 1992? The subject has captured the attention of many financial student aid professionals as college costs have increased, and is being discussed even more ardently this year as reauthorization of the Higher Education Act looms.

To frame the debate, here are some of the arguments on both sides of the issue.

Pros:

- Federal loan limits have not been increased since 1992 and have failed to keep pace with rising college costs.
- Federal loan programs offer students favorable terms and conditions and should be increased to counterbalance borrowing through private, non-federally insured loans.
- Federal loan programs reduce reliance on credit cards and private loans for middle- and low-income families.
- Federal loan programs offer students an opportunity to work less and concentrate on their higher education goals.
- Higher loan limits allow students to continue accessing all types of institutions, both private and public, and a variety of different types of programs.

Cons:

- Increased loan limits could encourage colleges to raise tuition.
- Some students are already borrowing excessively and may not realize the salaries they are expecting upon graduation.
- The priority for Congress should be increases in Pell Grant funding and other non-repayable sources of aid over raising loan limits.
- Debt is already rising, especially among at-risk students.
- Increases in loan limits may exacerbate default management problems for some students and educational institutions.

Where do these discussion points lead in this debate? A number of different options, outside of leaving the current limits intact, have been proposed.

The National Association of Student Financial Aid Administrators (NASFAA) in 2002 proposed increasing undergraduate loan limits to \$7,000 annually and graduate loan limits to \$10,000. Under this proposal, undergraduate students would have a uniform \$7,000

loan limit instead of the graduated limits (from \$2,625 to \$5,500) in place right now. In contrast, the American Association of Community Colleges and some student groups are advocating for no change in the current limits.

Flexibility in imposing the annual loan limits is one option that has been proposed by other groups. This would allow students to borrow more than the current annual loan limits in their first two years, but not allow them to borrow more than the current aggregate limit over their college career.

The American Council on Education (ACE), the umbrella advocacy group for higher education associations, has asked Congress for an adjustment in the loan limits to recognize changes in the cost of living, which would increase the current aggregate limit from \$23,000 to \$30,000 and allow first-year students to borrow up to \$4,000. But in a nod to the community college and state college associations, the ACE also recommends the exploration of loan limits that are related to students' "unmet financial need" after institutional costs and student aid have been considered. Some community colleges in the west have called for allowing each college to set its own lower loan limit if necessary as a way of accommodating the need to higher loan limits in some other institutions. Most advocates also agree that if loan limits are increased, repayment plans must be more flexible and offer borrowers the opportunity to reduce their monthly payment.

While these issues will be debated by members of Congress in the upcoming reauthorization, one thing is abundantly clear – loan counseling and good repayment experiences are critical for borrowers and essential to default prevention. It remains to be seen whether loan limit changes will add to the task of making sure that borrowers understand and fulfill their loan obligations and simultaneously realize their educational aspirations.

**By Sandy Ninemire, EDFUND Governmental Relations**

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## **Guide to Developing a Default-Management Plan**

Default prevention and debt management must be a campus-wide concern. The program should have the support of the president or chancellor and should include participation by relevant senior executive officials, faculty, staff and students.

USA Funds' online "Best Practices in Debt Management Manual" provides a guide for developing a plan for managing campus default rates. According to the manual, a school that successfully implements a default-management plan does the following:

1. Uses its resources efficiently.
2. Provides enhanced initial and exit counseling.
3. Works to reduce the number of dropouts.
4. Works to ensure that its borrowers can repay their student loans.
5. Keeps in touch with its borrowers.

In addition to the goals listed above, a comprehensive default-management plan should encompass some or all of the following items:

1. Analysis of your student population.
2. Hiring and training of campus staff.
3. Evaluation of the current default-management plan.
4. Aid-packaging philosophy.
5. Education of borrowers.
6. Networking and development of external relationships.
7. Effective utilization of reports.
8. Development of a resource library.

A school that is required to use a default-management plan to participate in the federal Title IV student-aid programs should review U.S. Department of Education guidance regarding development of a default-management plan.

**Submitted by Richard Burt, Account Executive, USA Funds Services**



Table of Contents



Next Page



## PAGE 4

[Last](#) | [Next](#) ▶

▶ [Vendor and Sponsor Listing](#)

▶ [Calendar](#)

▶ [Newsletter Committee and Issue Contributors](#)

▶ [Article Deadlines](#)

[Table of Contents](#)

## Committee Updates

[Board](#) | [Training](#) | [Membership](#) | [Conference](#) | [Diversity](#)  
[President Elect](#) | [Support Staff Training](#)



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### VASF AA Board

The VASF AA Executive Board is charged with identifying and promoting methods for developing future leaders within VASF AA, as well as identifying individuals who have the potential to be future leaders in the Association. To help meet this charge, the Board has unanimously voted to annually send selected VASF AA members to leadership training. Costs associated for attendance at this training will be paid 100% by VASF AA.

The selected members who will be the recipient of these sponsorships are the New Professional of the Year recipient and the Committee(s) of the Year Chair(s). If the Committee of the Year Chair does not want to attend based on leadership already held within the association (e.g. Past President who is Committee Chair), then the Chair will select someone else on the committee to attend in his/her place.

The VASF AA Executive Board also reserves the right to select a limited number of "at large" attendees that demonstrate leadership potential with VASF AA and who do not fall into the first two categories.

Submitted by Brad Barnett, James Madison University

### Training Committee

The Experienced Aid Officer Training Committee is busy firming up our first Leadership Conference, tentatively scheduled for November 15 and 16 in beautiful Charlottesville,

Virginia. We hope to provide an opportunity for our more experienced members to enjoy a break, interacting with their peers, and focus on their role as leaders in the financial aid community and in higher education. We hope to have all the details regarding this event ready by VASFAA's Spring Conference. Please mark your calendars and reserve these dates for a fall break in Charlottesville.

Submitted by Yvonne Hubbard, University of Virginia

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### **Membership Committee**

The Membership Committee is getting ready for a great Spring conference in sunny Virginia Beach! We will be hosting a new member breakfast on Monday, May 3rd. Initiatives are under way to make this year a record membership year for VASFAA. We look forward to seeing everyone in May.

Submitted by Brenda Burke, Virginia Tech

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### **Conference Committee**

Going the distance...Keep on Cruisin"

Ship ahoy, VASFAA members. Pack your Dramamine and life preservers!

Spring conference time is here. Mark your calendars from May 2<sup>nd</sup> to the 5<sup>th</sup> to be at the Founder's Inn in our favorite Spring conference spot...Virginia Beach

As always, this conference will be filled with good sessions, good friends and best of all, a small break from the day to day financial aid workload.

The conference committee has already "set sail" with lots of fun VASFAA activities like VASFAA Squares, Monday night will be movie night and then for your last night of this Spring conference cruise...a semi-formal " Captain's Dinner" on Tuesday night with exciting and fun entertainment to be enjoyed by all.

Keep a watch for updates on the conference through the VASFAA listserv and the VASFAA website for all the latest information about the conference registration and hotel information.

We'll keep the light burning at the Cape Henry lighthouse so you can find your way down to the Founder's Inn.

If you would like to make your hotel reservation now you can do so by calling 800/926-4466 refer to the VASFAA block or you may make reservations at the VASFAA site ([www.vasfaa.org](http://www.vasfaa.org)), click on Conference Information, scroll down to VASFAA Future Conference Dates and Locations, and click on The Founders Inn. The group code is 6932. The rate is \$109+tax per night.

We look forward to seeing you in May.

Submitted by Jevita de Freitas and Leslie Thomas, George Mason University

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### **Diversity Committee**

DIVERSITY ... "Going the Distance ... Keep on Cruisin." As previously announced, the much anticipated Diversity Tool Challenge is now nearly upon us. The Diversity Tool Challenge is a way for member organizations to showcase their organization's diversity tools. Prizes will be awarded for (1) Most innovative and (2) Most creative. Please share your organizational diversity successes with your colleagues and win a fantastic prize at the same time.

Please stop by the Diversity table, located near the registration area, and enter your diversity tools into the contest. The Diversity Committee is sponsoring this event.

Please feel free to contact Kerrie Roth at (757) 683-4530 or [kroth@odu.edu](mailto:kroth@odu.edu) with questions.

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### **President Elect**

Tom Morehouse reported briefly on his attendance at the NASFAA Leadership Conference at the beginning of March. The SASFAA State President Elects were there, as well as our own Guy Gibbs, President Elect of SASFAA. "It was beneficial, and I had the opportunity to visit Senator Warner's deputy legislative director and Congresswoman Davis' legislative assistant and discuss reauthorization efforts for the HEA. The consistent message we received was that the HEA would not be passed during this session."

Submitted by Tom Morehouse, President Elect, VASFAA

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### **Support Staff Training**

The first support staff workshop held on March 24th was a great success! All 18 participants thoroughly enjoyed the information provided by speaker, September Sanderlin. She kept everyone interested, enthused and internally informed about how to manage their time by planning for interruptions at work and home, making lists to keep us prioritized the night before, how to have a productive meeting, and ways to stop procrastinating. Her handouts reflected on the many tips we need to keep ourselves prioritized. She stressed FEAR is the root of procrastination and gave us the three levels of fear. Her presentation was outstanding and again the participants thoroughly enjoyed the workshop. The next workshop is April 28th. More information on the VASFAA website!

Submitted by Carla Dailey, Old Dominion University



Table of Contents



Next Page



**PAGE 5**

[◀ Last](#) | [Next ▶](#)

▶ [Vendor and Sponsor Listing](#)

▶ [Calendar](#)

▶ [Newsletter Committee and Issue Contributors](#)

▶ [Article Deadlines](#)

[Table of Contents](#)

## SPECIAL REPORTS

[Graduate/Professional School Perspectives](#)

No report this month



[Table of Contents](#)



[Next Page](#)



Going the Distance  
2003-04 VASFAA

## PEOPLE & PLACES IN THE NEWS

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**College of William and Mary announces..... Julie Martin**, office manager and receptionist at the **College of William & Mary**, has been selected as the College Employee of the Month for April, 2004. She will be officially recognized at the next regular meeting of HACE (Hourly and Classified Employees) on Tuesday, April 13.

Patty McNeely, Pat Kelly, and Ed Irish nominated her for exemplary and exceptional customer service to both internal and external patrons of this office.

She will receive a framed certificate citing this distinction, free membership in HACE for 2004, a lunch certificate for two to be used in Aramark dining facilities (compliments of Aramark), and a reserved parking space of her choice for the month of May.

An e-mail sent from a student she assisted stated ""I've never come in with a problem that she couldn't handle quickly and easily. It's a long walk for me to get to the office, but I know that when I make the walk over, I'll get things taken care of neatly and without trouble."

Because of employees like Julie, financial aid offices receive the benefits of good customer relations. Thanks, Julie!

In addition, the college recently hired **Janni Ramirez** as their Student Loan Coordinator. She takes the place of **Tracey Williams**, who previously left to join the office of **Old Dominion University**. Janni worked for Tidewater Tech for a number of years and then took some time off to raise her children. Since they are now older, she decided to return to financial aid. She started back on January 12th and has been full immersed in Banner and loan processing.

**Danville Community College announces...Mrs. Else Liggon** has retired from the Financial Aid Office at Danville Community College.

**Mrs. Mary Gore** has accepted the position of Financial Aid Coordinator. Mary has 18 years experience working in the Financial Aid Office in Danville.

**Virginia Tech offers CONGRATULATIONS!** With great pleasure our office is proud to announce the promotion of 2 of our current staff members and the permanent hiring of another.

Virginia Tech has added two new Assistant Director positions this year in our transition to increase productivity. **Karen Gallagher** has been promoted to **Assistant Director of Client Services**. In her new endeavor she is still counseling students and parents but has picked up the intangible assignment of supervision of our counseling staff.

Also promoted within our office was **Donna Manns to Assistant Director of Applicant Communications**. She has added the enduring task of supervising the Assistant Counselor Team along with still assisting students and parents.

In addition, our office has a new **Data Analyst. Lefter Daku**, who had been temporarily filling this position, was permanently offered the job in mid February. He manages our reporting, works on our data warehouse, provides income and needs analysis for better

fund distribution, and maintains other analytical projects to better our office efficiency.

These changes are already proving to be complimentary to our organizational restructuring and will only continue to improve the outlook of our office. As preparation for the 2004-2005 school year is upon us, we at Virginia Tech are looking forward to it with anticipation and significant promise for a successful year.

**Anita Aymer** will be leaving **Tidewater Scholarship Foundation/ACCESS** to join her husband in Wytheville, VA and start a new career adventure. Any suggestions are welcome.

**Ashleigh James Clark, ACCESS advisor** at Lake Taylor and Oscar Smith High Schools will be welcoming a baby girl this June.

**Karla Alexander, ACCESS advisor** at Bayside and Landstown High Schools will be getting married this August.

**Regent University** would like to announce new staff member Willie Cartwright. He has previously served in the financial aid offices at Hampton and Howard Universities. He will be serving as a Financial Aid Counselor. Welcome back to VASFAA, Willie!

**Thomas Nelson Community College** announces that three new staff members joined the Thomas Nelson Community College Financial Aid, Veterans Affairs and Scholarship Family this year and one staff member retired. **Pat Girard**, Veterans Affairs Officer, retired after a long, successful career at TNCC.

**Pat Sager** is our new Veterans Affairs Officer. Pat has a bachelor's degree in finance from Christopher Newport University and comes to TNCC after retirement from the Navy.

**Nicole Derry** joined the staff as the Financial Aid Advisor for the new Historic Triangle Campus of TNCC. Nicole has a Master's degree in Human Relations from Pacific Lutheran University and is a former Peace Corps volunteer in Micronesia and a retired federal civil service professional counselor and base education center manager at bases in the US and overseas.

**Lisa Smith** joined the staff as the Director of Scholarship Programs and Customer Service Centers. Lisa earned a bachelor's degree in Finance from Christopher Newport University.

**Collegiate Funding Services, LLC (CFS)**, announces that **Mike Abernathy** has joined the CFS Southeastern Region Campus Sales and Marketing team as a Regional Director. Mike joined CFS in December 2003. Mike brings to CFS 12 years of financial aid experience, most recently as Southeast Regional Sales Manager for ELM Resources. Prior to that, Mike was Associate Director of Financial Aid at the University of North Carolina at Wilmington for 11 years. A graduate of the University of North Carolina at Wilmington, Mike has a bachelor's degree in computer science.

**TGSLC** announces that **Sarah Perry** is moving to Rockville, MD where Sarah's husband begins a new position. Sarah will continue to manage the territories of Virginia and North Carolina and add the District of Columbia and Maryland. Her TG contact info will remain the same for now.

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

### From the VASFAA Archives: 1974-75 (30 Years Ago)

In the fall 1974 edition of the VASFAA Newsletter, the editor, Sue Ross, reported the importance of the VASFAA Fall Meeting. It was being held on October 2 and 3 in Charlottesville. Duke Eldridge, UVA's financial aid director, arranged for the hotel (Howard Johnson's Motor Lodge) with a rate of \$13 a night for a single and \$16 a night for a double. *Wouldn't you like to have those rates at our present day conferences?*

Our president for the 1974-75 year was Gary Groneweg. Gary was the director of financial aid at Longwood College. He received his A.A. degree from Chaffey College in Social Science, a B. A. degree from California State University at Humboldt in Business Administration, and a Master's degree in Education from Longwood College. He became the director of financial aid in 1970.

The September 1974 newsletter stated that there were 61 active and 37 associate members in VASFAA. It also reported that the association's checking account balance was \$2,171.56.

SASFAA held its Twelfth Annual Meeting at The John Marshall Hotel in Richmond, VA on February 16-19, 1975. SASFAA's president was Virginia's own Priscilla Light of RMWC!

Of main concern for financial aid administrators was the Department of Labor's proposal to remove the sub-minimum wage for college work-study students. The removal of this ability would restrict the number of students who could benefit from this program. The aid administrators were also concerned about the timing of the implementation of this proposal.

The spring conference was held at the Sheraton Motor Inn in Fredericksburg on May 8 and 9, 1975. Registration fee for the conference was \$15 for members and \$20 for non-members. This included the luncheon.

The spring newsletter reported that 258 people attended the '74-'75 VASFAA sponsored financial aid workshops for high school counselors. Bob MacDonald, Director of Financial Aid at Madison College was the committee chairman who coordinated these workshops.

Thanks to all previous VASFAA members for their hard work and dedication to VASFAA. Because of this, we are a much stronger and viable association today!

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

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### Professional Opportunities

**Hagerstown Community College**

**Student Financial Aid Counselor Req#04-058**

Position assists in processing student financial aid awards using the DataTel/Colleague system.

SALARY RANGE: Grade 10 – hiring range \$31,671 - \$36,422 per fiscal year

DATE OPEN: April 12, 2004

QUALIFICATIONS: Education and Experience – Bachelor's Degree required; two (2) years experience in higher education preferably in a financial aid office; intense training on financial aid regulations and procedures can be substituted for the higher education experience requirement; experience with DataTel Colleague and PC-based financial aid application software helpful; prior personal income tax preparation experience helpful.

Skills and Abilities - excellent customer service skills; ability to perform detail-work and ability to remain task oriented in a busy office environment with many interruptions; ability to communicate effectively with people of varied socio-economic backgrounds.

DUTIES: [Download in doc format.](#)

<http://www.hagerstowncc.edu/uploads/intranet/humanresources/2032.doc>

APPLICATION INFORMATION: Title of position must be referenced in application materials. Submit application/resume with clear delineation of full-time and part-time employment (length of service, places, job titles, duties) to: Human Resources Office, Hagerstown Community College, 11400 Robinwood Drive, Hagerstown, Maryland 21742-6590, 301-790-2800, Extension 243.

APPLICATION DEADLINE: April 2, 2004

**SunTrust Bank Student Loan Operations Specialist**

A Student Loan Operations Specialist will be responsible for the day to day operations and management of the Education Loan out-sourced vendors and partners. The position will manage specialized operation functions of great complexity. This position is also responsible for fostering relationships and maintaining communication channels with assigned key clients and regional sales. The specialist must demonstrate accuracy and attention to detail while working in a fast paced environment as well as being a team player. This position will also require analytical research, customer service, judgment calls and decision making. This position will also assist in resolving issues for the Education Loans accounting area. The specialist will work independently and manage individual goals.

Responsibilities include: Monthly vendor management conference calls, School set-up processing requests, Review of marketing materials, Management of loan transfers, Support sales efforts by providing reactive and proactive assistance in resolving issues as they arise; Development and management of relationships with assigned schools in order to safeguard and increase volume; Respond to Requests for Proposals, Review of vendor monthly reports for follow up and additional reporting.

Job Skills: Qualified candidates must have: College degree; Minimum 2 years of student loan experience is preferred; project management experience; strong verbal and written communication skills; analytical skills; attention to detail; proficient in Microsoft Word, Excel and Access; Working of Power Point presentation; ability to travel; ability to work independently and prioritize work flow is a must; 2 years operations experience and exceptional problem solving skills.

If you are interested in this employment opportunity, please contact Tom Eggleston, SunTrust Human Resources Department. The e-mail address is:

[Tom.Eggleston@SunTrust.com](mailto:Tom.Eggleston@SunTrust.com)

## DID YOU KNOW?

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### eZ – Audit Alert

From our buddy in the Atlanta office - David Bartnicki - As reported to the VASF~~AA~~ listserv by Janet Sain of ECPI

Sent: Saturday, March 13, 2004 2:41 PM

Subject: eZ-audit A-133 submissions - IMPORTANT

Dear Association,

On 12/12/03, the Department issued an electronic announcement stating that institutions that submit A-133s annual audits (public and private, non-profit) were temporarily suspended from having to submit their A-133s audits through the Department's eZ-Audit on-line submission process.

It has recently come to my attention that some school officials may be under the impression that this meant that schools filing A-133s audits would not have to submit any audits until the Department informed the affected schools that eZ-Audit was operational again. This is WRONG. I want to make it very clear that schools required to file A-133 audits still need to submit A-133 audits within 9 months from the end of the school's fiscal year to the Federal Audit Clearinghouse. Failure to submit to the Clearinghouse on time will constitute a late audit submission. Late audits are considered a major compliance issue with our office.

eZ-Audit will be accepting A-133 audits in the very near future (possibly next week). An electronic announcement will be sent informing all schools of the new operational date for submitting A-133 audits. Schools with upcoming submission dates will have 60 days to submit their A-133 audit from the operational date specified in the announcement (this is in ADDITION to submitting audits to the Clearinghouse).

Please share this information with the appropriate officials/offices on your campus that are in charge of submitting school audits.

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## NASFAA NEWS

Get out the vote!

NASFAA elections are now underway!

On March 10<sup>th</sup> NASFAA voting members were sent an email with the website, user id and password needed to cast their votes. Please participate in this important election and cast your ballot today!!!

Voting is now open for NASFAA's National Chair-Elect and four Representatives-at-Large to the Board of Directors.

Voting opened Wednesday, March 10, 2004 - and will conclude on Wednesday, April 14, 2004. The electronic voting process is VERY simple and it takes less than 1 minute.

Full information on all the candidates is located on NASFAA's web site at:

[www.nasfaavote.org](http://www.nasfaavote.org)

P.S. If you are not the NASFAA institutional voting representative for your institution, please pass this message on to that person. THANK YOU!



[Table of Contents](#)



[Next Page](#)



## INTERESTING "STUFF" FOR YOU

Visit the VASF<sup>AA</sup> website today for all the interesting stuff you can handle. Get "On Track" with your association via the website at: [www.vasfaa.org](http://www.vasfaa.org)

## QUOTES OF INTEREST

"The years teach much which the days never know" ~ Emerson

"It's what you learn after you know it all that counts" ~ Wooden

"The measure of people's character is what they would do if they knew they would never be found out" ~ J.C. Macauley

"Three things in human life are important. The first is to be kind. The second is to be kind. And the third is to be kind." ~ Henry James



[Table of Contents](#)



[Next Page](#)



## VIRGINIA IN THE NEWS

[Proposed Amendment for In-State Tuition](#) | [Mentor Offers College Planning Website](#)

### Legislative Update

If you have not yet heard, there is a proposed amendment to the Appropriation Act (4-2.01) regarding tuition policy which would affect public 4-year institutions. Both the House and Senate have proposed amendments limiting in-state tuition eligibility to the first 125% of the credit hours needed for a student's program, with the Senate's version also limiting state aid eligibility to 125%. The text of both amendments appears below. A similar bill (HB65) that would have amended the Code of Virginia died in committee earlier during the session.

Based on a preliminary review of the proposals, here are some of the problem areas relating to financial aid:

- \*In effect, the 150% SAP language for state student financial assistance that is consistent with federal SAP standards would be null and void. (Senate version)
- \*Students not eligible for in-state rates could be eligible for state financial aid and could receive higher award amounts than those students charged in-state rates, depending on the institution's awarding policy. (House version)
- \*Excluding transfer credits may require another SAP policy and associated calculation.
- \*Inconsistent treatment of students attending one institution and students attending more than one institution (for example, a student in a four-year program who attends one institution would be eligible for in-state rates/state aid for five years while a student attending more than one institution could be eligible for more than five years (due to the exclusion of transfer hours).

More than likely, passage of either proposal would be problematic for institutions across various offices (the term nightmarish has been used). The VASFAA State Relations Committee encourages you to review the amendments with other offices at your institution (student accounting, registrar, governmental relations, etc) to determine the potential impact, and that if you feel it is appropriate to do so, contact your House and Senate representatives.

Melissa Collum Wyatt  
Chair, VASFAA State Relations Committee

Proposed Amendment to the Appropriation Act (4-2.01) - HOUSE:

12. The entitlement to in-state tuition charges at four-year institutions shall not extend beyond 125 percent of the credit hours needed to satisfy the degree requirements for a particular program, excluding transfer or advanced placement credits.

Proposed Amendment to the Appropriation Act (4-2.01) - SENATE:

13. The entitlement to resident charges, at four-year institutions, shall not extend beyond 125 percent of the credit hours needed to satisfy the degree requirements for a particular undergraduate program excluding transfer or advanced placement credits. Resident students taking in excess of 125 percent of the credit hours needed to satisfy the degree requirements for a particular program shall not be eligible to receive awards through state-sponsored financial aid programs. The State Council of Higher Education for Virginia

shall establish procedures through which institutions shall implement this provision.

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## Mentor Offers College Planning Web Site to Students and Their Parents

Available at [www.virginiamentor.org](http://www.virginiamentor.org), VirginiaMentor is a free college and financial aid planning resource for college bound students and their parents. The Web site provides families with an in-depth look at Virginia colleges and universities, admissions and recruitment, and financial aid.

Student visitors to VirginiaMentor are encouraged to establish individual accounts, which personalize the experience to meet their needs and interests. The comprehensive college planning Web site provides families with the knowledge with which to prepare for college, select a college, access admissions information, apply online to many schools, and explore career opportunities.

In addition, VirginiaMentor describes the many different options families can consider to help pay and save for college. It is a source for learning and understanding the financial aid process and outlines, step-by-step, how and when to apply for financial aid. Education loans for parents and students are summarized, including the Nelnet Mentor Loan. Finally, searches on [www.virginiamentor.org](http://www.virginiamentor.org) allow students to easily find scholarships for which they are eligible.

The VirginiaMentor Web site is a collaborative effort between the Council of Independent Colleges in Virginia, the State Council of Higher Education for Virginia, the Xap Corporation, and Nelnet. To learn more about the VirginiaMentor Web site and the Nelnet Mentor Loan, please email your Nelnet representative, Jennifer Rone ([jennifer.rone@nelnet.net](mailto:jennifer.rone@nelnet.net)) or Eric Owens ([eric.owens@nelnet.net](mailto:eric.owens@nelnet.net)).

**Submitted by Jennifer Rone, Nelnet**



Table of Contents



Next Page



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

Hello VASF<sup>AA</sup>! Have you ever dreamed of spending an entire week getting financial aid training from A-Z? If so, then the SASF<sup>AA</sup> Summer New Aid Officers' Workshop is for you! The workshop is geared for people who have been in the business less than three years, and it's a great refresher course for those who have been in the field a bit longer.

The workshop this year is being held on the campus of the University of South Florida in Tampa, Florida from June 20-25, 2004. For more information about the workshop, please visit the "Training" section of the SASF<sup>AA</sup> web site at [www.sasfaa.org](http://www.sasfaa.org). Registrations are being accepted.

Virginia's own Michael Barree (Longwood University) will be an instructor at this year's workshop, in addition to Biz Daniel (National Education), who will also be on site serving as part of the workshop staff. Hope to see you there!

Submitted by Brad Barnett, James Madison University  
SASF<sup>AA</sup> Curriculum Coordinator  
VASF<sup>AA</sup> Executive Board, Rep-at-Large

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### SASF<sup>AA</sup> SUMMER NAOW

University of South Florida  
Tampa, FL  
June 20-25, 2004

#### **Purpose**

The SASF<sup>AA</sup> Summer Workshop is an intense professional development activity designed to provide a working knowledge of the federal financial aid programs, as well as an understanding of the laws and regulations that govern these programs. The curriculum will take the student from A-Z covering the basics of financial aid.

#### **Intended Audience**

The workshop is intended for new financial aid administrators with less than three years of experience in the field of financial aid. Other individuals whose professional responsibilities include significant contact with the financial aid process are welcome to attend the workshop on a space-available basis. Preference will be given to financial aid administrators.

#### **Format of the Workshop**

A carefully selected faculty of experienced aid administrators selected from the SASF<sup>AA</sup> states and representing diverse institutions will provide instruction. These individuals will team-teach and work with the same class of participants throughout the week. Participants will be grouped according to experience level, so that the pace of instruction will be comfortable for each group member. Instruction will include the use of case studies, and the faculty will be on site for the entire week, providing opportunities for interaction outside the classroom.

#### **Location and Dates**

The workshop will be held on the beautiful campus of the University of South Florida

(USF). Classes will be conducted in state-of-the-art classrooms that contain PCs, projectors, and other equipment. All workshop participants will stay at the Magnolia Apartments on campus (<http://www.reserv.usf.edu/magnolia.html>). Participants should plan to arrive no later than 1:00 p.m. on Sunday, June 20, 2004 to check-in and take care of on-site registration activities. Check-in and on-site registration will be from 9:00 a.m. to 2:00 p.m. on Sunday, June 20, 2004. The first class begins at 3:00 p.m. on Sunday, June 20, 2004. Please make your travel arrangements to allow you to arrive before the workshop begins on Sunday afternoon and for you to attend all of Friday morning's activities.

### **Cost**

Registration fee for the workshop is \$650, if postmarked by June 4, 2004 and \$700 if postmarked after June 4, 2004. The registration fee includes all instructional materials, meals, housing and your 04-05 SASFAA membership (\$25). A minimum non-refundable (but transferable) deposit of \$100 must accompany the registration form. Early arrivals are those arriving on Saturday, June 19, 2004. Early arrivals will be charged an additional \$30 fee to cover the additional night's lodging.

### **Contacts**

**Freida J. Jones**, SASFAA Vice President  
Georgia Southwestern State University  
229-928-1378  
229-931-2061 (fax)  
[fjjones@gsw.edu](mailto:fjjones@gsw.edu)

or

**Brad Barnett**, NAOW Curriculum Coordinator  
James Madison University  
540-568-2894  
540-568-7994 (fax)  
[barnetbd@jmu.edu](mailto:barnetbd@jmu.edu)

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## **SASFAA/SWASFAA Mid-Level Workshop**

June 27-29, 2004  
Millsaps College  
Jackson, Mississippi

### **GENERAL INFORMATION**

The Mid Level Workshop is a joint venture between SASFAA and SWASFAA to provide top quality training to their memberships in a cost effective manner. No time is wasted. Over a course of two and half days, participants will cover rigorous curriculum that will challenge them and hopefully take them to the next level of the profession. The workshop is designed for those who are serious about being good financial aid administrators. At the end of the workshop we hope participants will leave with a PEACE of mind, a greater LOVE for the FINANCIAL AID profession.

### **INTENDED AUDIENCE**

The SASFAA/SWASFAA Mid Level Workshop is a professional development activity designed to provide more in-depth training about the financial aid programs and a broader understanding of the role of the financial administrator in the day-to-day activities in the financial aid office.

The workshop is designed for the intermediate aid officers who have at least three years of experience in the financial aid office.

### **LOCATION AND DATES**

The workshop will be held on the beautiful campus of Millsaps College in Jackson,

Mississippi. The teaching facilities at Millsaps are perfectly designed to meet the needs of the workshop staff. All workshop participants will stay in New South Hall on campus.

Participants should plan to arrive no earlier than 4:00 pm on Saturday, June 26, 2004. Check-in and on-site registration will be from 4 pm to 8 pm on Saturday, June 26, 2004 and 8 am to 9 am on Sunday, June 27, 2004.

The first class will begin at 9 am on Sunday. The workshop will conclude at 11:45 am on Tuesday, June 29, 2004.

Please make your travel arrangements to allow you to arrive before the workshop begins on Sunday morning and for you to attend all activities on Tuesday morning.

### **COST/REGISTRATION**

Registration fee for the workshop is \$300, if postmarked by June 1, 2004 and \$350 if postmarked after June 1, 2004. The registration fee includes all instructional materials, meals, and housing. SASFAA regional registrants who are non-members must pay membership dues of \$25 in addition to the registration fee. SWASFAA participants will not be required to pay the SASFAA membership fee. A registration confirmation will be sent and detailed workshop information will be forwarded to each participant. Enrollment will be limited to 75.

### **CONTACTS**

For more information concerning the workshop contact:

Mary Givhan, SASFAA Coordinator

Voice: 1.601.925.3319

E-Mail: [Givhan@mc.edu](mailto:Givhan@mc.edu)

Kim Huddleston, SWASFAA Liaison

Voice: 1.505.646.1704

E-Mail: [khuddle@nmsu.edu](mailto:khuddle@nmsu.edu)



Table of Contents



Going the Distance  
2003-04 VASFAA