

Editor's Embellishments

Submitted by: Gary Spoales, Editor, Bank of America

Welcome to the Spring issue of the VASFAA Voice - the third issue of 0506. I'll begin today with a quote by Aristotle. It is one that I've used as a Financial Aid Director in years past and that Mary Neal, Randolph Macon College, brought back to mind in a recent email.

"To give away money is an easy matter, and in any man's power. But to decide to whom to give it, and how large and when, and for what purpose and how, is neither in every man's power – nor an easy matter. Hence it is that such excellence is rare, praiseworthy, and noble." – Aristotle

As you continue preparations for your Fall class, perhaps you will be energized, even a little, to know that the ancient Greeks may have had our profession in mind when teaching in early collegial settings. Your WORK is extremely important, of that you should know; and your interaction with colleagues in learning environments serves to enhance your ability to both learn and expand your knowledge for improving your efforts. Hence, the conference issue of the VASFAA Voice has arrived to entice your participation in our annual event. By all accounts, many of you don't need encouragement—the hotels are filling up quickly. For everyone else, don't forget that this is your annual opportunity to learn from your colleagues. Those of us who have been around the longest can guide you by our previous and many mistakes. Anyone who claims never to have made a mistake or to know enough not to attend might be avoided lest you too not know when you make mistakes.

This issue includes a conference update, an election update with candidate statements and pictures, and focus articles on four VASFAA members. In addition, we have a report of a special award for retired VASFAA members and our ever-dependable Archives article on our past activities. I hope that it meets your needs as you prepare for the next big event—the VASFAA conference.

Thank you to everyone for your good wishes on behalf of my wife's recovery. We have been blessed by good friends, family and professional colleagues. Linda is managing the treatments well and working her way to recovery—she is halfway through her chemotherapy program. She is a prime example of a picture of good health one day and just terrible the next. It unfortunately could happen to anyone no matter how good you feel. We wouldn't wish this on anyone. Our best wishes to all of you for good health for a lifetime.

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.

The next issue of the newsletter is scheduled for publication on July 1st. Please send your input by June 1st to me at 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, this issue's contributors are listed at the end of the newsletter.

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.

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... The President

Submitted by: **Brad Barnett, VASFAA President 0506, 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

April appears to have arrived rather quickly. It seems like only yesterday that the Transition Board Retreat took place and we began our preparations for the year. As a child, I never believed the adults who said time seems to go by faster the older you get. However, I am certainly a believer now.

If you haven't already done so, please make plans to join us at the Hilton Virginia Beach Oceanfront in Virginia Beach, Virginia from **May 7-10, 2006** for our annual conference. You can learn more about this by visiting the **conference mini-site** on the VASFAA web site.

Several committees have been working extremely hard on getting things prepared for the conference, and it promises to be a fun time filled with numerous sessions and activities to enhance your professional development. In particular, the Membership Committee, Training Committee, Diversity Committee, Vendor/Sponsor Committee, and Conference Committee have spent countless hours planning the logistics of the conference.

General session speakers and entertainers have been scheduled and the concurrent session agenda is coming together. Tom DeLuca, Corporate Hypnotist, Stephen Bargatze, "Magic with a Message", and Harvey Alston will be featured at the conference. The Diversity Committee is planning some hands-on activities at the conference to help the membership gain a better understanding of what it is like to live with a disability. The Conference Committee is planning several team-building activities using the Survivor television show as the guide for "tribes" and challenges. The philanthropic focus of the conference will be AASFAA and MASFAA.

Additionally, attendees will have the opportunity to hear from a Department of Education representative about the implementation of several financial aid items within the Deficit Reduction Act of 2005 (S. 1932) during the Federal Update session. This is definitely a "hot topic" item this year as many of the changes take effect on July 1, 2006.

On Sunday, May 7th, VASFAA will also hold an all-day **New Aid Officer's Workshop** and an all-day **Leadership Symposium** at the conference hotel. Seating is limited for both events, so if you are interested, please check the VASFAA web site for more information.

I am also pleased to say that several of the events and activities held this year have been very successful. For example, Super Saturday had the largest turnout that I believe we have ever seen with approximately 1,300 people attending the 27 sites. We have the Awareness Committee and our friends in the Commonwealth College Access Network (CCAN) to thank for helping us secure so many sites. Also, the Support Staff Training Workshops, fall New Aid Officer's Workshop, High School Guidance Counselor Workshops, and fall Leadership Symposium already held this year were extremely successful.

We will be implementing on-line voting this year for our elected positions thanks to the hard work of our Electronic Services Committee. Additionally, the Public Relations Committee is continuing to gather testimonies from the membership about why people got involved in this profession, as well as within VASFAA, and what has kept them in both. These stories will be shared with the rest of the membership.

Our State Relations Committee and Federal Relations Committee continue to monitor the legislative activities occurring on both levels. We were also fortunate to be officially recognized by both sides of the Virginia General Assembly in February, and our State Relations Committee is attempting to schedule a meeting with the Virginia Secretary of Education and some of the VASFAA Board. The State Relations Committee is also planning to invite several state legislators to the President's Reception at the conference.

The year brought on the retirement of four long-time VASFAA colleagues and friends. Estherine Harding, Gail Catron, JoAnn Carreras, and Michael Barree are retiring from the profession. They will be missed very much, and I wish them well in their retirement.

However, in the spirit of being a "Financial Aid Survivor," the rest of us will continue to forge ahead in our profession to do our best to ensure equitable access for individuals desiring a post-secondary education. We will continue to demonstrate the 3 C's (Communication, Commitment, and Continuity) necessary to being successful.

I am looking forward to seeing all of you at the conference in May. Be ready for a great time!

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... The President-Elect

Submitted by: Erik Melis, VASFAA President-Elect

VASFAA Involvement – What’s In It for Me??

Quite often when asked to join or volunteer and give of our admittedly scarce free time, we are torn between our desire to serve the greater good and our recognition of the need to keep some balance in our lives. Sometimes it just comes down to evaluating the benefits of the involvement and asking ourselves that one question, “What’s in it for me?”

Volunteering and being involved as a VASFAA member carry with it some tangible and some intangible benefits that just need to be emphasized from time to time:

1. **Hone your skills as a financial aid professional.** Whether you work in aid office, for a lender or guarantor, for a secondary school, for a college access provider, or some other aid-affiliated organization, you know that the aid profession and all aspects thereof are constantly changing. It is difficult to stay on top of all the changes and participation in VASFAA training opportunities help you manage that by providing you the chance to learn new skills, sharpen existing ones, and share skills you have with others. One of the best ways to learn is to teach.
2. **Be an advocate for student financial aid.** As more and more cuts are made to aid programs and additional restrictions placed on their administration, there can never be too many voices speaking out on behalf of the students and their families and those of us in the trenches on a day-to-day basis making it all work. VASFAA works to help members feel comfortable expressing those voices, and through its advocacy efforts with state and federal legislators, tries to carry those voices to the decision makers.
3. **Develop and fine-tune skills as a leader.** VASFAA provides opportunities through various training venues and through leadership involvement in the association for its members to develop new leadership skills and strengthen existing ones. These leadership skills help you not only in your work with the association but in your professional and personal lives as well. In VASFAA, for example, you can start by serving on one or more committees, move on to chairing or co-chairing a committee, run for elected office and eventually you might even serve as President of the association. The same leadership skills you use in VASFAA are those that would serve you well in your offices and vice versa.
4. **Expand your network of colleagues.** Networking within the association provides you with a wonderful support network for both personal and professional aspects of your career. The diversity of backgrounds, experience, and knowledge shared among the members of the association provide a resource that just cannot be beat. You can easily find a group of colleagues that have similar institution types, similar office organizations, or similar aid processing issues and concerns. These are peers that you can bounce ideas off of, share questions with, and even just use for the occasional reality check.
5. **Increase exposure for your institution and for yourself at your institution.**

Involvement in VASFAA is a great way to show your institution that you are actively involved in aid advocacy, concerned about getting the latest and greatest information about the aid programs and regulations, and it's a great way to put your institution's name out there in the community as one that is actively involved in supporting student financial aid.

6. **Have fun!!!** This one was left as the last on this list for a reason. We must always remember that we do what we do because we care. We should celebrate the effort that we all put forth and truly enjoy the successes we bring to the process. We should have fun with what we do. Fun and professionalism are NOT mutually exclusive. In fact, one could argue that if we are truly having fun with what we do, then we will likely do it even better.

This list is by no means all encompassing, but at least should give you some idea of the benefits you get from membership in and active involvement with VASFAA. So, don't delay, sign up now and take advantage of all these wonderful things that are "...in it for you."

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Stranded in the Student Aid Outback? No Worries Mate – Become a VASFAA Survivor!

Submitted by: Jolene Burke, Chair, Conference Committee



Submit articles to
Gary Spoales,
Newsletter Editor

Are you having trouble hanging on to the ropes you have to climb on the slippery slope of professional judgment? Do you worry that evil tribes of auditors will descend upon your sacred database and extinguish your torch? Are you teetering on the edge of a dangerous default rate? Are you worried that you will make the wrong step and fall into regulatory quick sand?

No worries mate! You can get immunity... IF you make the trek to the VASFAA Conference in Virginia Beach from May 7 - 10, 2006. By attending the Conference, you are sure to solve even the most formidable challenges for student aid professionals. You can consult with members of other friendly tribes of aid officials, lenders, software gurus AND friendly federal and state officials and empathetic auditors. You can pick up amazing keepsakes to take home from the VASFAA vendor exhibit cave. Bring business cards to exchange with other tribe members. You can consume wonderful outback delicacies in fellowship with your fellow survivors that will make you feel much better.

The trek to the VASFAA Conference is well worth the effort. You can register online at www.vasfaa.org. The fee is \$125 for early survivors who register by April 7 and \$175 thereafter. The Virginia Beach Oceanfront Hilton Hotel is where all friendly student aid family tribes will converge on May 7. For full immunity, plan to stay through May 10th. Survivors who wish to reserve a hut should send smoke from their signal fires to 1-800-HILTONS or go to www.vasfaa.org and select "Conference", "Visit Conference Mini-Site" and "Hotel Information". Huts begin at only \$109! Huts are also available at our overflow hotel; the Sheraton Oceanfront by calling direct at 804-425-8000.

You will need a few provisions for the trek to the Conference. Pack business casual clothes and include a t-shirt from your home tribe for Monday's spirit day. Make sure that you bring suitable clothing/footwear for the beach as the team-building event scheduled for Monday afternoon will be sure to challenge your tribal spirit.

VASFAA is powerful medicine for all types of tribes. The newest tribal members will want to come

early on Sunday, May 7th, for a special workshop devoted to those new to student aid challenges. Not only will this trek earn you immunity, it will also allow us to help southern tribal members in MASFAA and AASFAA devastated by hurricanes Katrina and Rita. Come ready to make generous bids at a silent tribal auction and buy several cards at the VASFAA/Financial Aid bingo challenge.

A powerful medicine man has been summoned to help confer with at the conference. Tom DeLuca, the famous corporate hypnotist, will be at the opening session. On Tuesday evening, this year's feast will feature a steel drum band and a magic man.

Be a Financial Aid Survivor and attend VASFAA's 38th Conference! Come and help promote the three C's—Communication, Commitment, Continuity.

Survivor VASFAA Conference Update

The VASFAA Conference and Training Committees are putting the final touches on VASFAA's 38th Conference. Here is an update on our progress:

Hotel Information

Good news to share! The Hilton and the Sheraton hotels are sold out under our room block from May 6-10. Another block of rooms has been secured at the Virginia Beach Courtyard by Marriott located five blocks north of the Hilton Hotel on 25th and Atlantic. Make your room reservations today by contacting the hotel at 757-437-0098 or toll free at 800-321-2211. Mention VASFAA to receive the conference rate of \$109.00. Any remaining rooms under our block, as of April 12, 2006 will be released to the public, so make your reservations soon!

Marriott Courtyard Virginia Beach Oceanfront/North
3737 Atlantic Ave
Virginia Beach, VA
800-321-2211
757-437-0098

Reminder—the block name is VASFAA—don't forget to register before the early bird registration deadline of April 7, \$125.

If you have a question regarding your membership or conference registration, please contact Michael Poma at 540-438-7676 or michael.poma@suntrust.com.

Conference Agenda

The VASFAA Conference Mini Site is being updated shortly with the most current conference agenda. As you will see, some sessions are still pending. We will continue to update the site as new information is available.

Conference Registration

Please be sure to register for the conference (as soon as possible) to take advantage of the early bird registration fee of \$125.00 through Friday, April 7, 2006. The registration fee after April 7th will be \$175.00. Vendors/Sponsors—please remember that you must also register for the conference even if your membership is complimentary. If you're not sure whether you have registered for the conference or not, please send Michael Poma, the Membership Chair, an email message at michael.poma@suntrust.com or call him at 540-438-7676.

Registration—Please remember you must register for the conference by visiting the VASFAA Conference Mini Site at www.vasfaa.org. The registration fee for early registrants (by April 7) is \$125.00 and \$175.00 thereafter.

Conference Attire

Dress for the conference has been changed from business casual to beach casual. Bring those tank tops and flip flops!! (But throw in a sweat shirt, just in case!)

Teambuilding Event

Please pack your comfy clothes for Monday's team-building event. We're planning the event out

on the beach. In case of a downpour, the event will be brought inside.

Community Service Project

This year we will be raising money by conducting a silent auction to assist our financial aid colleagues in the MASFAA and AASFAA states that were affected by Hurricanes Katrina and Rita. Please dig deep to contribute to this very worthy cause. Contact [Jan Abraham](#) with questions.

New Aid Officer's Workshop and Leadership Symposium

Visit the VASFAA Conference Mini Site to learn more about these two events scheduled for Sunday, May 7th.

VASFAA Survivor Team Challenge

The Conference Committee is planning many fun events to make the conference memorable. To encourage networking and team-building, we will be forming teams competing for the coveted "Best VASFAA Survivor Team Award". The award will be given to the team earning the most points. One of the events to be conducted is the VASFAA Survivor Gear Challenge. Each team will be asked to 'nominate' two team members to compete in the Gear Challenge at Tuesday evening's Feast. Competitors are asked to 'gear' themselves with creative survivor wear. Our 'Tribal Council' will judge events for the best overall challengers. Challengers will be judged on 1) originality, 2) practicality, 3) presentation, 4) creativity, 5) effort, and 6) humor.

Excitement is growing with the entire committee about this year's Survivor theme, and we hope you are looking forward to participating in the conference as well! If you haven't registered yet, please do so today to take advantage of early bird registration fee (it ends on April 7th!). Take care all and see you May 7 – 10 at the Beach!

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Survival Knowledge From... Nominations and Elections Committee

Submitted by: Tom Morehouse, Nominations and Elections Chair, and the Candidates

Candidate for Representative-at-Large

MELISSA J BARNES



Statement of Candidacy

I currently serve as the Associate Director of Financial Aid at Norfolk State University. Of my nearly 25 years in higher education, 18 years have been in the area of Student Financial Aid.

I have been a member of VASFAA for nearly 18 years, and during that time, I have served on the Membership Committee and assisted with Financial Aid Awareness Week initiatives.

Professionally, I have served on various committees at Norfolk State to include: First View, New Student Orientation, NSU Family Weekend, Domicile Appeals and Enrollment Management Team Charter.

I currently serve as the Eastern Regional Director for Zeta Phi Beta Sorority, Inc., as Advisor for Zeta Gamma Chapter at NSU, and as a member of the Estherine J. Harding Endowed Scholarship Committee. I have served on Board of Directors for the American Lung Association and American Diabetes Association of South Hampton Roads.

If elected as a Representative-at-Large for VASFAA, I will bring knowledge of financial aid and financial aid awareness as well as knowledge of conference planning.

Platform

"If elected as a Representative-at-Large, I would love to focus on Financial Aid Awareness. I am currently serving on a team of colleagues at NSU working on Financial Aid Awareness Week; and the experience and the thrill of working on such a worthwhile effort is exciting, has a purpose and reaps rewards. It is exciting to see colleagues working together for a common cause. It has a purpose of bringing awareness of educating students, parents and constituents of the financial aid application processing and eligibility. It reaps rewards in getting students to apply early and not waiting and having to stand in lines. If elected, I would love to serve on the Board and help make decisions that will assist the financial aid arena on 'financial aid awareness' and other areas that serve our population."

Survival Knowledge From... Nominations and Elections Committee

Submitted by: Tom Morehouse, Nominations and Elections Chair, and the Candidates

Candidate for Representative-at-Large

MICHAEL POMA



Statement of Candidacy

Thank you to the VASFAA board for my nomination. This is an honor to be nominated for the representative-at-large position. I will serve us well.

For those of you that know me well, you know I'm not a person to wow you with words. I'll share my thoughts, my opinions, or maybe not say anything at all. If you ask me about my day or week, you will rarely get a complaint from me as I believe "you create it all."

I learned this phrase back in my college and truly believe this. We determine our destiny and if we have a positive look on life, things will normally go our way. (I acknowledge there are other factors guiding our lives, such as religion and family.)

Why is this phrase important? Well, in VASFAA, "we create it all." In order to grow as an association, get new members, retain current members and offer training, we need to step up and volunteer. Without volunteers, we would not have this great conference or trainings during the year. If you are reading this and wondering, "what will Michael do for us?" Well, I'll provide a voice on the board to keep us moving forward and provide a voice to support what's working well. I may even throw a few comments in to get things stirred up. Overall, I've supported VASFAA for 10 years as chairs of committees and will continue to support our great association.

See you at the Beach!

Submit articles to
Gary Spoales,
Newsletter Editor

Survival Knowledge From... Nominations and Elections Committee

Submitted by: Tom Morehouse, Nominations and Elections Chair, and the
Candidates

Candidate for Representative-at-Large

SHEILA M NELSON-HENSLEY



Statement of Candidacy

I am honored and delighted to accept the nomination as a candidate for Representative-at-Large and am humbled to be selected by the Nominations Committee to continue serving the VASFAA membership.

My financial aid experience began more than twenty-five years ago as a work-study student at a small private college in West Virginia. Like many of you, little did I know where that work-study job would take me. I have served this profession in three states and in small privates, large publics, and two-year and four-year institutions.

When I came to Virginia nearly eight years ago, I knew that I needed to get involved in the State Association. Many of the folks that are involved in VASFAA are not only colleagues, but lifelong friends. I was welcomed with open arms by this organization and became actively involved in committees. I first served on the Public Relations Committee and later as a member and Chair of the Secondary School Relations Committee. As part of my work on these committees, I have also worked closely with the Awareness Committee.

It would be a privilege to work toward the goals of this organization by serving as Representative-at Large.

Survival Knowledge From... Nominations and Elections Committee

Submitted by: Tom Morehouse, Nominations and Elections Chair, and the
Candidates

Candidate for Representative-at-Large

MARILYNN KING



Statement of Candidacy

I am delighted to accept the nomination as a candidate for Representative-at-Large to the VASFAA Board of Directors. Having served in many capacities in multiple state and regional professional associations, I am prepared to offer my service, dedication, and energy to accomplish VASFAA's goals and objectives. I will soon celebrate 30 years of experience in both public and private education, bringing a broad understanding of the issues and concerns of the membership to the Board of Directors, being certain to remain student-centric and sensitive to diverse populations in all considerations that require my participation. With the recent passage of the Deficit Reduction Act and the changes to be implemented on our campuses, as well as the possibility that Reauthorization might occur this year, we must as a profession be united in our efforts to remain compliant as we serve our students. The state association is a wonderful vehicle for building cohesion and finding camaraderie in a profession that challenges our skills and our endurance. I want not only to provide service to the membership but to encourage others to participate and find support for the many challenges that face their day. It is with sincere commitment that I look forward to this opportunity to serve the membership of VASFAA and thank you for your support.

Submit articles to
Gary Spoales,
Newsletter Editor

Survival Knowledge From... Nominations and Elections Committee

Submitted by: Tom Morehouse, Nominations and Elections Chair, and the Candidates

Candidate for Treasurer-Elect

ZITA M BARREE



Statement of Candidacy

With great honor and pleasure, I accept the nomination for VASFAA Treasurer-Elect. The role of Treasurer is critical to the financial well-being of our association and I am committed to doing what is necessary to maintain and enhance the reputation of VASFAA as a financially sound organization.

I started my career in financial aid in 1988 as a graduate assistant at Virginia Commonwealth University. Since then, I have worked at SCHEV, in the School of Dentistry at VCU, as Senior Associate Director of Financial Aid at VCU, as Director of Financial Aid at J. Sargeant Reynolds Community College and currently as District Marketing Director for Edamerica.

The one thing I learned from the very beginning of my career is how supportive financial aid professionals are of each other and I have always strived to provide as much support to my colleagues as they have shown me over the years. If elected, I will be able to continue to repay VASFAA's members for all they have done for me over the years.

I have been involved in this association since 1990 and served as your President in 1999-2000. I have worked with many committees including, but not limited to, Awards & Nominations, Awareness, Bylaws, Conference, Experienced Aid Officers Training, Newsletter, Site Selection, and Strategic Planning and Assessment. In addition, I have served on the SASFAA Board in the positions of Vice President, VASFAA state president, newsletter editor, and conference chair. With these experiences, I was responsible for ensuring that all expenses stayed within budget and followed established procedures, while still fulfilling the goals and objectives of SASFAA and VASFAA.

The office of Treasurer is a support role—all actions taken by this position affect every committee, elected Board member, and general member of our association. It requires accountability and knowledge of all aspects of how our association operates. I am a very organized and detail-oriented person and have a long history with VASFAA that is important to the success of a treasurer. If elected, I will bring my experience, enthusiasm and leadership to the position.

Thank you for your consideration.

Survival Knowledge From... Nominations and Elections Committee

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

Candidate for President-Elect

PATRICIA (PAT) G KELLY



Statement of Candidacy

My sincere gratitude is extended to the VASFAA Board for accepting my name in nomination for the office of President-Elect. It would be a great honor for me to serve VASFAA in this office and I respectfully ask members for support at the conference this May.

Financial aid continues to be fast-paced, complex, eventful, and challenging. The profession has established and maintained its mission to serve others—the students who come to our offices for help in financing their educations, the institutions that employ our expertise, the communities where we reside and work, the staffs we work with, the various public and private agencies whose funds we administer, and the professional associations we represent.

My professional life has been in the financial aid field where I have worked primarily as a financial aid counselor. In retrospect, I still maintain that working in a Financial Aid Office is similar to working in a hospital ER, where immediacy of action is required because quick response allows life to continue. Customer service has evolved in the profession within the last decade or two as a measure of the role we play in higher education. We are evaluated by our supervisors and the public in how well we perform our jobs based upon the degree of service we have given our customers. Add to this, volunteerism on committees within our professional association to expand our mission of helping all students achieve their educational dreams, and it appears that in many ways, we are making miracles happen, just like in the ER!

In presenting my experience for the office of President-Elect, prior to moving to Virginia from New York State, I was a member of the State University of New York Financial Aid Professionals (SUNYFAP) where I was a Representative-at-Large for eight years. I was a member of NYSFAAA, and I enjoyed committee work with high school counselor training and student loan workshops.

While in Virginia, I have been a member of SASFAA since 1996-97, recently serving as the Virginia Representative to the SASFAA Conference Committee (2006). I have been an active member of VASFAA and have served as Chair of the Awareness Committee (1998-1999), the Support Staff Training Committee (2000-2002), the Conference Training Committee as Co-Chair (2002-03), and Representative-at-Large for Professional Development (2004-2006).

I enjoy being a VASFAA member and I would like to continue to be a part of its leadership. VASFAA is an enduring association, striving for excellence in all that

the financial aid profession represents. Having worked with state associations that cover large geographic areas, I know the importance of communication and contact with financial aid offices that can unite members to achieve association goals. I promise to serve VASFAA faithfully and actively, striving to keep its mission ever in mind through dedication to service.

Thank you for the opportunity to serve VASFAA. I appreciate your support as we work together to further our mission!

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Submit articles to
Gary Spoales,
Newsletter Editor

VASFAA Committees

Committee	2005-2006 Chair
Archives	Holly Rison, RMC
Awards & Nominations	Tom Morehouse, TNCC
Awareness	Zita Barree, EdAmerica
Budget and Finance	Bobby Clemmer, BRCC
Bylaws	Tom Morehouse, TNCC
Conference	Jolene Burke, CLC
Diversity	Liza Bruce, ECMC
Electronic Services	Daniel Hewitt, Ferrum
Experienced Aid Officers	Lisa Tumer, JMU
Federal Relations	Marilyn King, VA Tech
Membership	Mike Poma, Bank One
New Century Fund	Sherrye Ward, SunTrust
Newsletter	Gary Spoales, Bank of America
Photographer	Gerene Carter, Citibank
Public Relations	Jeanne Holmes, Suntrust
SCHEV Liaison	Lee Andes, SCHEV
Secondary Schools	Sheila Nelson-Hensley, Ptrk Cty Ed Fndtn
Sector Coordinator	Erik Melis, GMU
Site Selection	Erik Melis, GMU
State Relations	Michael Barree, Longwood U
Strategic Plan	Vern Fairchilds, Bridgewater College
Sue D. Ross Fund	Bobby Clemmer, BRCC
Support Staff Training	Karen Gilliam, VCU
Training	Donna Taylor, VT
Vendor/Sponsor	Biz Daniel, National Education

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Gary Spoales,
Newsletter Editor

0506 Committee Reports Conference

Submitted by: Jolene Burke, Chair

Jolene Burke	jburke@collegeloan.com	Conference Chair
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Leah Payne	lpayne@bshsi.com	Bonsecours
Paula Rafferty	praffert@rmc.edu	Randolph Macon College
Vera Riddick	vriddick@odu.edu	Old Dominion University
Colin Spady	cspady@collegeloan.com	College Loan Corp.
Tony Sutphin	tsutphin@vt.edu	Virginia Tech
Kathi Turner	kturner@ecpi.edu	ECPI
Regina Welch	rwelch@bshsi.com	Bonsecours

0506 Committee Reports Awareness

Submitted by: Zita Barree, Chair

Super Saturday is an annual VASFAA event sponsored by the VASFAA Awareness Committee. This year, Super Saturday was held on February 4 except for Eastern Shore Community College which held its event on February 11.

For 2006, there were 27 sites throughout the Commonwealth of Virginia. The sites and site coordinators are listed below. Please note that the site coordinator's place of employment is only listed if it is different than the site itself.

Submit articles to
Gary Spoales,
Newsletter Editor

Albemarle County High School (in conjunction with UVA and Piedmont Virginia Community College), Charlottesville	Robin White, University of Virginia
Annandale High School	Vicky Wuerfel
Bridgewater College, Bridgewater/Harrisonburg area	Vern Fairchilds
Bryant Adult & Alternative High School, Alexandria	Chris Braunlich
Buckingham County High School, Buckingham	Sue Miles
Central Virginia Community College, Lynchburg	Deborah Marshall
Eastern Shore Community College, Melfa	P. Bryan Smith
Henrico High School, Richmond	Denice Cardwell
Herndon High School	Sally Skene
Hollins University, Roanoke	Amy Moore
Institute for Advanced Learning & Research, Danville	Liz Nilsen
Lord Fairfax Community College, Middletown	Karen Bucher
Northern Virginia Community College – Alexandria	Eleanor Ripton
Northern Virginia Community College – Loudoun	John Young
Northern Virginia Community College – Manassas	Libby Sears
Northern Virginia Community College – Springfield	Carlos Ampuero
Northern Virginia Community College – Woodbridge	Shirley Delgado
Paul D. Camp Community College	Jennifer Hardison &

Franklin	Teresa King
Pimmit Hills High School , Falls Church	Dianne Cullum
Regent University , Virginia Beach	Deborah Brown
The College Place , Manassas	Felice Douglas
Tidewater Tech , Norfolk	Shakema Farmer
University of Virginia's College at Wise	Bill Wendle
Virginia Commonwealth University , Richmond	Tosha Robinson
Virginia Tech , Blacksburg	Stephanie Breeding
Warren County High School , Front Royal	Katrina Moran

Over 1300 people attended a Super Saturday event and were helped in conquering the college financial aid process. In addition, over 200 volunteers gave their time and expertise to help with these events. A full listing of volunteers is available on the VASFAA web site under "Students/Families" or "Counselors."

Thank you to everyone who contributed to the success of this year's Super Saturday events! A special thanks to the members of the Awareness Committee (listed on the VASFAA web site under "About VASFAA" and "Committees"), ECMC for providing the Opportunities booklets, to Jeanne Holmes and the VASFAA Public Relations committee for helping get the word out, and to Linda Woodley and Patrice Randall of SCHEV for all their efforts to solicit additional sites this year as well as working with many of the high school sites to get them better prepared to host these events.

- ▶The First Word
- ▶Spotlight Features
- ▶Committee Updates
- ▶People and Places
- ▶Reflections
- ▶FinAid Shell Game
- ▶Did You Know?
- ▶Other News
- ▶Interesting Stuff
- ▶Planning Your Life
- ▶Special Features
- ▶Support Group

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Newsletter Editor

0506 Committee Reports New Century Fund

Submitted by: Sherrye Ward, Chair

Do You Need A “Buddy”?

If your office has an unlimited budget and your school funds everything you need for your staff development, then you don't need a “Buddy”! What's a “Buddy”? Several years ago, VASFAA established the New Century Educational Endowment Fund, commonly called “Buddy Awards”. It's not a scholarship fund for students, but a fund to help financial aid professionals in their own development. In previous years, the Buddy Award has enabled financial aid colleagues to gain valuable training in specialty areas that simply cannot be funded by their schools and attend the SASFAA Summer New Aid Officer's Workshop.

It's not very often you can get 'free money' to aid in your professional development. Submit a proposal today for the New Century Educational Endowment Fund. Applications can be found at www.vasfaa.org, under the Forms Bank.

0506 Committee Reports

Diversity

Submitted by: Liza Bruce, Chair

Zeb Davenport to Conduct Leadership Symposium

Dr. Zeb Davenport, a former financial aid administrator and a longtime friend of VASFAA, will conduct the upcoming Leadership Symposium to be held on Sunday, May 7 at the VASFAA conference in Virginia Beach. The Diversity Committee has been working to organize the symposium and other interesting activities for VASFAA members at the conference. If you attend the Leadership symposium, you will have an opportunity to learn more about what it takes to be a good leader as well as how to develop your personal leadership style. The symposium will be fun and very interactive. Zeb Davenport is a professional speaker with a relaxed and spirited style, and his sessions are informative and engaging.

Your Diversity Committee is also working on a variety of additional activities and experiences for the conference that hopefully will allow you to gain insight and awareness.

Special thanks to Gail Baker, Sarah Brown, Hope Jackson, Lisa Jackson and Michael Morgan for all their hard work on the Diversity Committee initiatives!

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Survival Knowledge From... People and Places in the News

ECMC announces appointment of Jolene Burke as Vice President of Sales

Educational Credit Management Corporation (ECMC), designated student loan guarantor for the Commonwealth of Virginia and the state of Oregon, today announced the appointment of **Jolene Burke** to Vice President of Sales. As the Vice President of Sales, Burke will lead ECMC's already strong, customer-focused client account management team on both the East and West Coasts. Burke comes to ECMC with more than 20 years of student loan industry experience. Most recently, she was Regional Vice President with College Loan Corporation. Prior to College Loan Corporation, she held positions with Edamerica, AFSA Data Corporation, the College of William and Mary, and Kent State University. "I am thrilled to have Jolene join ECMC in this leadership role," said Janice Hines, ECMC President and CEO. "Her career has allowed her to experience student financial services in different roles. Jolene's vast experience and insight will allow her to continue to build on ECMC's reputation of offering unmatched, flexible student loan processing and individualized customer support."

From Danville Regional Medical Center School of Health Professions

Connie Quisenberry became Financial Aid Officer in October. She also became a proud first-time grandmother in October.

From Virginia Commonwealth University

Deborah Rynberg has joined VCU as Associate Director for Operations. She was previously Interim Director of Financial Aid at Lake Superior University in Sault Ste. Marie, MI.

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Survival Knowledge From... The VASFAA Archives

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

Can you guess what academic year this all happened?

- In October of this academic year, there was the Tylenol Tampering Scare. Bottles of Tylenol were laced with cyanide and sold to unsuspecting consumers and their children. This brought about the creation of tamper resistant packaging that is so common today.
- Our VASFAA President was Marie Bennett of Northern Virginia Community College. Karen Koonce was our membership chair and she reported that we were 177 members strong!
- Our fall conference was held October 6-8 at Wintergreen Resort while our spring conference was in Willilamsburg.
- In sports news during this academic year—NC State beat Houston 54-52 in the NCAA College Basketball Championship, John McEnroe defeated C. Lewis at Wimbledon and the Washington Redskins beat the Miami Dolphins (27-17) in the Superbowl.
- Jerry Lee from the College Board reported that the fees for processing their “FAF” were \$6.50 for the first school reported and \$4.50 for each additional institution listed.
- Buddy Johnston was nominated for SAFAA vice president. He waged a valiant campaign, but unfortunately was not elected to that position. His campaign theme was “Get on the Right Tract”. He was seen wandering the SAFAA Conference with a railroad hat on his head.
- The country lost two talented individuals during this academic year—Pop singer Karen Carpenter died of complications from anorexia nervosa and John Belushi dies from a drug overdose.
- VASFAA published its first “VASFAA Journal”. John McRae of Roanoke College was the editor. He published one of the articles entitled “Salary Status of Financial Aid Administrators”.

All these events happened.....when? Stay tuned to the next issue of the VASFAA Newsletter for the answer!

The answer to the previous issues article was 2002-03. Did you get it right?

Did You Know?

Every once in while, I try to find a message of inspiration outside of our limited world that is financial aid. Perhaps you have seen this before. I am reminded that one of our very own institutions is considered the most diverse in the United States—George Mason University. Hopefully, in addition to celebrating their diversity, they are also celebrating an NCAA championship by the time you see this. What a fitting tribute it would be to Americans everywhere for our most diverse campus to produce a national champion.

You probably missed it in the rush of Olympic news recently, but there was actually a report someone in Pakistan had published in a newspaper offering a "reward" to anyone who killed an American, any American.

So an Australian dentist wrote an editorial the following day to let everyone know what an American is so they would know when they found one.

An American is English, or French, or Italian, Irish, German, Spanish, Polish, Russian or Greek. An American may also be Canadian, Mexican, African, Indian, Chinese, Japanese, Korean, Australian, Iranian, Asian, or Arab, or Pakistani or Afghan.

An American may also be a Comanche, Cherokee, Osage, Blackfoot, Navaho, Apache, Seminole or one of many other tribes known as native Americans. An American is Christian, or he could be Jewish, or Buddhist, or Muslim. In fact, there are more Muslims in America than in Afghanistan. The only difference is that in America they are free to worship as each of them chooses.

An American is also free to believe in no religion. For that he will answer only to God, not to the government, or to armed thugs claiming to speak for the government and for God.

An American lives in the most prosperous land in the history of the world. The root of that prosperity is found in the Declaration of Independence, which recognizes the God-given right of each person to the pursuit of happiness.

An American is generous. Americans have helped out just about every other nation in the world in their time of need, never asking a thing in return. When Afghanistan was overrun by the Soviet army 20 years ago, Americans came with arms & supplies to enable the people to win back their country!

As of the morning of September 11, Americans had given more than any other nation to the poor in Afghanistan. Americans welcome the best of everything—the best products, the best books, the best music, the best food, the best services. But they also welcome the least.

The national symbol of America, The Statue of Liberty, welcomes your tired and your poor, the wretched refuse of your teeming shores, the homeless, tempest tossed. These in fact are the people who built America. Some of them were

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working in the Twin Towers the morning of September 11, 2001 earning a better life for their families.

It's been told that the World Trade Center victims were from at least 30 different countries, cultures, and first languages, including those that aided and abetted the terrorists!

So you can try to kill an American if you must. Hitler did. So did General Tojo, and Stalin, and Mao Tse-Tung, and other blood-thirsty tyrants in the world. But, in doing so, you would just be killing yourself. Americans are not a particular people from a particular place. They are the embodiment of the human spirit of freedom. Everyone who holds to that spirit, everywhere, is an American.

God Bless America!

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Interesting Stuff for You!

Submitted by: **Mike Swift, National Business Development Group,
American Education Services**

The Meteor Project

Meteor is a web service that allows access to financial aid award information from multiple sources to be aggregated and displayed in a single view. Unlike similar services offered by other FFELP providers, the Meteor code allows for the display of financial aid information from multiple sources without the need to go to multiple Web sites to launch separate inquiries. Meteor also allows organizations to maintain their identity with their customers by providing them with the ability to serve as an Access Provider to the network. Because Meteor information is retrieved in real-time, borrowers and schools are provided with the most accurate, up-to-date information possible.

Additionally, unlike similar services offered within the FFELP community, Meteor has implemented a transitive trust model of authentication. This model allows users to use pre-existing user ID's and passwords to obtain their loan information from multiple sources without needing to log on to multiple systems.

The Meteor software is provided as a "gift" to schools and borrowers. NCHelp members are leading this effort, similar to CommonLine, utilizing a collaborative approach to provide quality services to schools and borrowers. Meteor is both software and a service developed for the sole purpose of developing a standard for the aggregation of financial aid data to both financial aid professionals and student/borrowers.

New Software Implementations

It has only been a few months since the latest version of the Meteor software, version 3.2, was released for implementation. This latest release of the Meteor software is important and includes additional functionality such as borrower access, customer service representative access, improved screens and navigation, and a new "super screen" which allows a school to view data from multiple providers on the same loan in a single view.

We are pleased to report that four organizations have already completed a successful implementation of the software. Those organizations are:

- American Education Services (AES) is one of the first in the industry to provide access to borrowers
- Great Lakes Higher Educational Loan Services, Inc.
- National Student Loan Program
- New York State Higher Education Services Corporation

While these organizations have already implemented the new version, many more are diligently working on their implementation. The Meteor Advisory is developing a detailed matrix to track implementations of the software. This matrix will be completed in the upcoming weeks and will be available on the Meteor web

site.

Meteor Usage & Volume Statistics

As usage numbers continue to grow, the Meteor team has been hearing feedback from school users with regard to the usefulness of the information made available through the Network. Recently, Clemente LaPietra, a Loan Servicing Manager at Monroe College in New York stated, “In my 15 years of Default Management training, I have not seen a more efficient product for viewing borrower data than Meteor. The access to timely data for borrowers that Meteor provides is extremely necessary for School's to efficiently manage their Default Rates.”

Meteor participants now represent over 81% of FFELP Loan Guarantee Data and over 60% of FFELP Loan Servicing Data. The Network also provides access to Alternative Loan Data. Current participants now represent over 64% of all outstanding Alternative Loan Data as well. The Meteor team is working on incorporating access to Perkins Loan information, Direct Loan information, as well as access to State Grants and scholarships.

Meteor Collaborations

The Meteor team has been working with other industry organizations, such as The National Student Clearinghouse and Mapping Your Future to find ways to collaborate on offering expanded services to schools and students. The most recent result of this industry collaboration is Mapping Your Future's successful implementation as an access provider site for school financial aid professionals to gain entry to the data available in the Meteor Network. Collaboration continues to move forward with Meteor and MYF working on building in the capability for borrowers to receive real-time, detailed loan information from Meteor participants during their MYF exit counseling sessions. A pilot implementation is currently in development. This innovative project will benefit both schools and students—helping schools meet regulatory requirements to provide loan indebtedness information in Stafford exit counseling and providing students with real time information about their loan amounts.

NASFAA News

Submitted by: Mindy Kaplan Eline, NASFAA

2006 Marks 8th Year for Financial Aid Review Program NASFAA's Standards of Excellence Review Program Exceeds Expectations, Trends and Best Practices Uncovered

Washington, D.C. (February 16, 2006) – Since 1999, NASFAA's Standards of Excellence (SOE) Review Program has helped member institutions across the country work towards the highest standards in the administration of student financial aid. While it took a few years for the concept of a "voluntary review" program to catch on with institutions, SOE has found its place in the financial aid arena with an increasing number of institutions requesting a review each year.

"It was great to get affirmation of the things we are doing well and also to learn ideas to help us become even better," stated Jim White of Seattle University whose institution was reviewed in 2005. SOE Reviews have been conducted at many types of institutions including 2-year public and private, 4-year public and private, and through a unique partnership with the United Negro College Fund, several private Historically Black College and Universities.

All aspects of aid administration are examined during an SOE Review including student service and satisfaction; program compliance, operations, and delivery; systems automation and technology utilization; and human resources and facilities. "The SOE review is one of the best 'peer-study' evaluations an institution can invest in. It is comprehensive, non-threatening and confidential. This is a grand opportunity to discover best practices as well as provide solid recommendations for improvements and compliance concerns that may need campus support to resolve," states Lois Kelly, SOE peer reviewer and Director of Financial at California Polytechnic State University. There are currently 58 peer reviewers in the SOE program. From this pool, the program coordinator hand-selects individuals with specific institutional experience and qualifications to be part of the institution's peer review team.

Trends and Best Practices Uncovered

While the results of SOE Reviews are confidential, several recent trends have been uncovered:

- **Institutional Strengths** – Surprisingly, the number one compliance issue five years ago—the lack of written policies and procedures—has reversed and now emerges as the number one strength for 2005. Many institutions have developed written policies and procedures that they review and update on a regular basis. The manuals go beyond the areas required by Title IV regulations to include all aspects of Title IV program administration, customer service, technology, and office policies and procedures. In addition, institutions now provide students access to their award information via the internet providing better and timelier customer services to aid recipients.
- **Common Recommendations** – The recommendations made most frequently by peer reviewers fall under the category of administrative capability. Training, organizational structure, staffing, and facilities have been identified as areas that often need attention across all types of institutions. In particular, financial aid training is needed in all aspects of Title IV program administration as well as financial aid systems software usage and functionality. There also continues to be a need to dedicate staff to financial aid systems support. If these areas of program administration are left unaddressed, the compliance risk at the institution will continue to increase.

- **Compliance Issues** – Consumer information provided by the institutions, in many cases, was difficult to read and understand and often did not meet the minimum regulatory requirements for providing annual notices and disclosures, institutional information, and financial assistance information. Failure to provide proper cash management disbursement notifications and improper disposition of stale-dated financial aid checks were also areas where schools were noncompliant. A number of processing errors were identified in the areas of application processing and file review. When viewed individually, the errors appeared insignificant; however, when viewed in the aggregate, the errors were symptomatic of administrative capability issues related to training, staffing, and organization structure.

How Does the Standards of Excellence Review Program Work?

- A formal cost estimate is provided using demographic information specific to the institution.
- Upon finalization of the cost estimate, the scope of the review is established in a letter of engagement between the institution and NASFAA.
- The institution submits demographic data and other information to NASFAA and a preliminary institutional assessment is conducted.
- NASFAA then selects a customized peer review team composed of trained student financial aid administrators who visit the institution and perform an in-depth, on-site review of the financial aid operations. The review team spends two days to one week on the campus.
- Following the on-site review, the team will compile an objective evaluation of the institution's financial aid program and present its findings in an exit interview to administrators designated by the institution.
- Finally, NASFAA will prepare and submit a confidential written report summarizing the peer review team's observations that identifies the institution's good financial aid practices and suggests improvements.

For more information, visit www.NASFAA.org/SOE.asp or contact Susan Luhman, program coordinator at 202-785-0453 Ext. 147 or excellence@nasfaa.org.

History of the Standards of Excellence Review Program

The Standards of Excellence Review Program grew out of recommendations from the NASFAA Task Force on Institutional Leadership co-chaired by John T. Casteen III, president of the University of Virginia, and Rhonda D. Norsetter, special assistant to the chancellor at the University of Wisconsin-Madison. In its report, the task force noted that “student financial aid is a matter of urgent concern to institutions, policy makers, and to the nation,” and that “colleges and universities face serious challenges in this area.”

In a letter to college presidents about the review program, Dr. Casteen warned that “poorly managed financial aid programs can hamper enrollment efforts, cause rifts among campus offices, expose the institution to significant financial liability, and sabotage efforts to serve students and their families.” But, he continues, “Financial aid programs that are integrated into institutional planning and soundly managed can help advance institutional goals.”

Copies of *A Report to the Leadership of America's Colleges and Universities: Meeting the Challenges of Financial Aid* are available from NASFAA's Publication Desk, 202-785-0453 Ext. 5 or pubs@nasfaa.org.

Survival Knowledge From...

Submitted by: Sue Ross, Life Member

Some of you young financial aid professionals weren't even born when I had the pleasure of meeting Brantley Townes (then Richardson) at a conference in Richmond. The ensuing years had us sharing financial aid thoughts and ideas as well as rooms and many memorable social occasions. After all these years, we remain fast friends.

I know that VASFAA members—old and new—will enjoy reading about Brantley's significant College Board honor which she so richly deserves. Following is a reply from the College Board about the award:

The award was created by the CSS Assembly of the Southern Regional Council of the College Board to commemorate the 50th Anniversary of CSS to recognize the works of an outstanding Aid Administrator in the Southern Region. The Assembly reviewed a number of people and decided to name the award in honor of Eleanor S. Morris, who was the Director of Aid at UNC-Chapel Hill. Eleanor was also selected as one of our National Hall of Famers at the National Forum in 2004.

Eleanor received the first award at the Southern Regional Forum in Atlanta last February. The current verbiage for the DRAFT Solicitation of Nominees is (since you're our first winner...after the inaugural was presented to Eleanor):

The Eleanor S. Morris Service Award was established to honor a Financial Aid Administrator in the Southern Region who has been involved with the College Scholarship Service and the College Board. This individual will exemplify the high standards, commitments, contributions and service exhibited by Eleanor Morris during her career.

The CSS Assembly solicits nominations for the College Board membership and other Aid Professionals. The Assembly reviews nominations and selects the winner at its fall meeting. The award is presented at the College Board Regional Forum annually.

The College Board presented the award to Brantley on February 9th at the Southern Regional Forum in Orlando, Florida.

Brantley Richardson Townes

Active in professional organizations, Brantley was a member of the Virginia, Southern and National Associations of Student Financial Aid Administrators. She served on numerous committees of VASFAA and SASFAA, a two-year elected term as Secretary of VASFAA and a one-year elected term as Special Appointee to the Board of Directors of VASFAA.

From 1977 to 1980, she served as a consultant for the State Student Financial Assistance Training Program for the Virginia State Council of Higher Education.

In 1983, she was appointed to a two-year term as the Virginia representative on the Financial Aid Advisory Panel for the Southern Regional Council of the College Board and in 1986, she was elected chair of the Southern Regional Division of the College Scholarship Service Assembly of the College Board.

From 1985 to 1991, she served as a member of the State Education Assistance Authority Advisory Board. During this period, she also served as a member of the State Council of Higher Education Financial Aid Advisory Committee. In 1994, she was elected to a three-year term on the Steering Committee of the SCHEV Advisory Committee and from 1995 until 1997, she served on the Select Steering Committee of the SCHEV Advisory Committee.

She retired from R-MWC in 1997 and in 1998 returned to work as the Director of Administrative Services at a home health agency in Lynchburg. She retired again in 2002. Brantley says about retirement, "I am staying busy with six grandchildren, entirely too many hobbies and frequent trips to the beach with Lea. When Lea retires, we plan to get in more travel."

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Survival Knowledge From... The Financial Aid Shell Game

Assistant Director for Scholarships, James Madison University

Message:

The Office of Financial Aid and Scholarships seeks applications for the position of Assistant Director for Scholarships. Reporting to the Associate Director for Grants and Scholarships, the assistant director supports the mission of the financial aid office and James Madison University by ensuring the accurate presentation of scholarship information, delivering financial assistance in a timely manner, and developing innovative approaches to meeting the needs of students.

Duties and Responsibilities:

The Assistant Director for Scholarships effectively manages multiple financial aid responsibilities, including program administration, web site development and maintenance, scholarship selection, staff supervision, and counseling students and parents regarding all aspects of financial aid. Within federal regulations, National Collegiate Athletic Association (NCAA) guidelines, and institutional policy, the assistant director manages the athletics assistance program, including completing squad lists, notifying students regarding reduction/cancellation of aid, serving as ex officio member of the appeals committee, and disbursing funds. The assistant director facilitates the planning, development, delivery, and evaluation of services available through the scholarship web site. In addition, the assistant director assists with the selection of scholarship recipients within established criteria. Operating in a team environment, the assistant director is knowledgeable about all aspects of financial aid and applies appropriate institutional, state, and federal regulations. The assistant director serves as a member of the Satisfactory Academic Progress (SAP) Appeals Committee, exercising independent decision-making authority.

Qualifications:

The ideal candidate must demonstrate high ethical standards, leadership skills, strong technical competencies, attention to detail, and a commitment to student learning. Candidates must possess excellent verbal and written communication skills. In addition, they must possess strong managerial, organizational, technical, interpersonal, and problem-solving competencies. To fulfill web management responsibilities, candidates should have a working knowledge of Web Manager or other web- related languages. The ability to work in a fast-paced, team-oriented environment is essential. Knowledge of PeopleSoft, federal guidelines, and regulations governing financial aid administration are desirable. In addition, general knowledge of student development theories and counseling would be beneficial. This position requires a Master's degree. Candidates who are currently pursuing a Master's degree or who are committed to begin a Master's program upon employment may receive consideration.

Application Information:

Instructions to apply for this position can be found on the JMU Joblink web site at <http://www.jmu.edu/humanresources>. The position number is 0400472.

Submitted by Brad Barnett, JMU

Associate Director for Client Services, Virginia Tech

Virginia Tech's University Office of Scholarships and Financial Aid (USFA), is seeking an Associate Director for Client Services. This position reports to the Senior Associate Director and is a member of the USFA Senior Management Team.

Virginia Tech is a national research, land-grant public university with over 28,000 students. The main campus is in Blacksburg, Virginia with other sites across the Commonwealth of Virginia and a campus in Riva, Switzerland.

USFA provides a high level of customer service in a teamwork atmosphere sensitive to diverse populations. Virginia Tech is a Quality Assurance Institution as well as an Experimental Site for the U.S. Department of Education, and participates in the Direct Loan Program. The Office Vision Statement is, "To make the scholarship and financial aid process as unobtrusive as possible." The Associate Director for Client Services develops policies and procedures to facilitate all areas of client services with special attention directed to the Office Vision Statement.

Responsibilities include:

Providing oversight of client services including team building/maintenance; Directing hiring/retention responsibilities and personnel supervision; Overseeing external and internal communications including web content, print and other media; Management oversight of student counseling unit; Management oversight of Eligibility and Data Integrity unit; Management oversight of Scholarship, FWSP, and Loan unit; Management oversight of the Assistant Counselor Team, the triage team empowered to resolve a significant portion of issues in student client emails, visits or telephone calls regarding scholarship or financial aid issues; Member of the USFA Senior Management Team.

The ideal candidate will have a master's degree, at least five years of financial aid experience, excellent customer service philosophy/skills, demonstrated skills in interpretation and application of rules, regulations and formulas, supervisory skills and experience, well-developed computer skills and excellent communication talents. Successful candidates will demonstrate a dedication to diversity and to helping students, as well as a passion for excellence.

For more information regarding the Office of University Scholarships and Financial Aid please see: <http://www.finaid.vt.edu> or the Virginia Tech Web site: <http://www.vt.edu>.

Applicants and résumés must be submitted on line at <https://jobs.vt.edu/>, position number 060086.

Bank of America Customer Service candidates needed for Call Center in VA

8011 Villa Park Drive
Richmond, VA 23228

Bank of America Richmond site is hiring for full-time Customer Service Representatives. Training consists of a 7 week paid training course that is mandatory. Bank of America is a great company with great room for growth. The

Richmond site has a cafeteria, convenience store, fitness center, park-like setting, free parking, and is convenient to local restaurants and shopping. We have great benefits, referral programs, tuition reimbursement, and free checking and savings. Basically, we are just a great place to work.

For any question please contact Anne Tyler at 757.441.8502 or email her your resume to Anne.E.Tyler@bankofamerica.com.

If you like to refer your friends and family to a company that believes in higher standards then we would love to hear from you. Refer your friends and family to see a listing of our upcoming hiring events and register to speak face-to-face with a recruiter. If they do not have time to attend, have them look at a list of the jobs available state wide and in your local area. Direct them to apply and submit their resume online.

American University has an opening for a Financial Aid Counselor

Financial Aid Counselors advise current and prospective students regarding the financial aid process, procedures, and program rules and regulations. Incumbents will review and process financial aid applications, maintain relevant records and participate in student outreach activities. Counselors also provide program support for all schools at the university, assisting in student recruitment and retention activities. Applicants should have knowledge of financial aid programs as they relate to recruitment and retention of students; demonstrated ability to work in a fast-paced environment with a diverse population; relevant experience in counseling and/or customer service; excellent communication and interpersonal skills. One year experience in a large volume, multi-program college or university financial aid office is preferred. We seek candidates committed to a team oriented work environment.

Application Instructions:

Submit your application or resume and cover letter for each position by email to careers@american.edu, by fax to 202-885-1737, or mail to Human Resources. You must include the position number or position title to be considered. Bachelor's degree required. Salary range of position is \$18.40- \$19.75. Application Deadline: N/A Assistant Dean of Student Affairs, School of Medicine Position # (FA235)

The Assistant Dean of Student Affairs for the School of Medicine of Virginia Commonwealth University provides immediate support to the University Director of Financial Aid by administering and supervising the daily operations of the financial aid office for the School of Medicine and assisting the Associate Dean of Student Affairs in the completion of the Medical Student Performance Evaluation, career advising and counseling and special assignments related to the functioning of the Office of Student Affairs. The Assistant Dean of Student Affairs shall have dual reporting responsibilities to the SOM Associate Dean of Student Affairs and the Senior Associate Director of Financial Aid for the University. The primary responsibility of the Assistant Dean of Student Affairs will be to administer and manage financial aid functions and services for all medical students enrolled in the School of Medicine in accordance with university policies and procedures and standards established by the Liaison Committee on Medical Education of the American Association of Medical Colleges.

Qualifications: Masters Degree required. Five years progressively responsible financial aid administration required with experience at a major medical university. Must possess organizational skills necessary to manage and delegate multiple projects, show leadership and self-initiative, and demonstrate current regulatory knowledge in all aspects of Title IV and VII programs. Knowledge of

Direct Loans, federal loan consolidation, private medical loans, and prior supervisory experience required. Expertise in SIS Plus or Banner software preferred. Experience in career counseling of students and medical school operations preferred. Must have excellent oral and written skills. Review of applications will begin June 9, 2006. The position will remain opened until filled.

Salary: \$75,000 to \$95,000 depending on experience.

Application procedures: Send curriculum vitae, a letter highlighting qualifications and interests, and the names and addresses of three references to: Dr. Cynthia Heldberg, Search Committee Chair, c/o Janet Mundie, School of Medicine, Virginia Commonwealth University, PO Box 980565, Richmond, VA 23298 (phone: 804.828.9791 email: jhmundie@vcu.edu). Virginia Commonwealth University is an equal opportunity/affirmative action employer. Women, minorities, and persons with disabilities are encouraged to apply.

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Survival Knowledge From... SASFAA News

Message from SASFAA

Did you attend the 43rd Annual SASFAA Conference? If not, you missed a great conference. "Financial Aid Unmasked" was the theme of the conference, and I feel confident that those attending the conference left with a better understanding of where we are as a profession and what will be facing us in the future as we find better ways to assist student and their families in finding ways to meet educational costs.

Over 850 attendees found their way to Greensboro in spite of the weather in much of our association's geographic area.

The conference committee, under the very capable leadership of Lianne Masterson, did a fantastic job putting together a series of general and concurrent sessions dealing with the most pertinent issues facing the profession. From a humorous opening session that set us in the mood for the conference, to federal updates, to issues of diversity, to the 60+ concurrent sessions, I hope that everyone found something of interest. Training was the keynote word for this conference.

Over \$7,500 was raised for the Victory Junction Gang, the charity identified for this conference. The Victory Junction Gang is a camp started by the NASCAR racing family of Kyle Petty in memory of his son. The camp is open to kids with special medical needs that otherwise would not be able to attend other camps. We are so very pleased that we were able to sponsor this camp as our charity and for the generosity of our many attendees for their contributions. SASFAA also contributed to the charity by giving funds in recognition of our sponsors and speakers rather than giving individual gifts.

Congratulations are extended to Lianne Masterson of NCASFAA, Sandy Neel of TASFAA and Deborah Byrd of AASFAA, on their election to the positions of President-elect, Vice President and Secretary respectively. They will begin their service to SASFAA in July 2007.

Congratulations are also extended to Karen Koonce who was presented the NASFAA State and Regional Leadership Award. This award was announced at the NASFAA conference last summer in New York City; however, it was officially presented to Karen by David Gelinas, NASFAA Chair, in Greensboro.

SASFAA also recognized Clark Aldridge and David Gelinas. Each was presented the SASFAA Distinguished Service Award, the highest honor that SASFAA can bestow. The award is only presented to those individuals that have made outstanding, significant and meritorious contributions to the advancement of student financial aid.

Special Appreciation Awards were given to Bill Mackie and Lynda Sayer for their contributions to SASFAA over their many years of service to the financial aid profession. To Curtis Whalen was given a SASFAA Honorary Membership.

As president of SASFAA, I would like to thank the NCASFAA membership for their hospitality and hard work. They spent countless hours preparing for our visit and exhibited true "Southern

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Hospitality.” And to each of you, I would like to thank you for your personal support this year and for your continued support of SASFAA. You are truly an amazing group of professionals.

To my VASFAA colleagues, I would especially like to thank you for your support this year and for your attendance at the conference. This made it even more special for me knowing that so many of you were able to attend. I look forward to seeing you at the VASFAA conference in May and thanking you personally for your generous support over the years.

Guy F. Gibbs

SASFAA President 2005-2006

New Website Functionality

We are happy to announce that some exciting changes are about to take place to the SASFAA listserv and how it is managed and that may mean that the SASFAA listserv will be unavailable temporary for some period of time this weekend.

Previously, for members to post a message to the SASFAA Listserv, you would send a message to sasfaal@sasfaa.org and it would eventually be distributed to the membership. There was an occasional delay to this distribution caused by the requirement that the listserv traffic had to be manually moderated to ensure no viruses, etc., were distributed to the list.

Additionally, if you sent a message to the listserv, some members didn't receive the message and/or the attachment because their mail servers were set up to block some or all attachments.

With the new SASFAA ListLock listserv system, all that changes.

First, to post a message to the new system, you will log in to the Listserv page on the SASFAA web site using your regular SASFAA username and password. You will then compose your message in a online form and submit it from there including attaching any documents that you need to send. Since this new format is automatically moderated, it should result in more timely distributions of messages to the membership.

Second, when you send an attachment, it is not the actual attachment but rather a link to the attachment that gets sent to the list subscribers. This will reduce the blockage of SASFAA listserv messages that have occurred due to a variety of attachments blocked by various mail servers.

Lastly, at some point in the very near future, we will enable non-current members to subscribe to "receive" SASFAA listserv messages so that they don't miss out on important SASFAA announcements and information. Sending messages to the SASFAA list will still require an active membership.

We will send out a follow-up message as soon as the new listserv is up and running.

Thank you for your patience during this transition.

Erik Melis, Chair

SASFAA Electronic Services Committee

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Survival Knowledge About... VASFAA Awards

Submitted by: **Melissa Collum Wyatt**



VASFAA Service Award Recipient Peter Blake

For his work in higher education and student financial aid, Peter Blake was named one of two recipients of VASFAA's Service Award, one of the highest honors VASFAA bestows, during the 2005 Annual Conference. Because he was unable to attend the conference, Melissa Wyatt and Barry Simmons presented the award to Peter in the Secretary of Education's offices on October 6, 2005.

When Mr. Blake received the award, he was Deputy Secretary of Education. Later in the year, he became Secretary of Education. As administrations changed, he became the Vice Chancellor for Workforce Development with the Virginia Community College System.

The other recipient was in attendance and recognized at the conference. It was the well known, Mr. Lee Andes.

Congratulations to both gentlemen and continued gratitude for your support of VASFAA and it's work.

Survival Knowledge About... “How We Got Here, Why We Stay. What Role Did VASFAA Play?”

Submitted by: Hope Jackson, ECMC

Greetings VASFAA members!

Your 2005-06 Public Relations Committee is pleased to present our first four stories in the series, “How We Got Here, Why We Stay. What Role Did VASFAA Play?”

The Public Relations Committee is very interested in hearing from others in our membership as well. Please share with us the ‘how’ you came to choose financial aid as your vocation, the ‘why’ you continue to devote your time, energy and talent to the field and the role your involvement in VASFAA played to help you reach your professional goals. Sharing your personal success story will motivate others to become more active in our organization as well as show how vital VASFAA can be in one’s professional development. To help you write your story here are some questions for you to answer:

1. How long have you been in Financial Aid?
2. How did you get started in Financial Aid?
3. What has kept you in the profession?
4. What do you enjoy about your work?
5. What are your hobbies outside of Financial Aid?
6. What role has VASFAA played in your career?

Please mail your story to either Jeanne Holmes at Jeanne.Holmes@SunTrust.com or Pam Rambo at prambo@accesscollege.org or Hope Jackson at hjackson@ecmc.org.

Thanks and hope to hear from you soon!

Survivor # 1 Pam Rambo – ACCESS College Foundation

Financial Aid Survivor #1 Pam Rambo, of ACCESS College Foundation, shares her career path in the world of Financial Aid, highlighting the part VASFAA played in her professional growth. Read on....

VASFAA has had a transformational influence on my career. When I joined VASFAA, I worked at a community college. As a new aid professional, if you asked me about my profession, I would have responded that I was a college administrator who helped students with college costs. Joining VASFAA provided a viewpoint and identity that was specifically financial aid. After joining VASFAA and meeting the broad spectrum of financial aid professionals, I saw myself more as a financial aid professional who worked in a college setting. I am so grateful to VASFAA for the training that I received and the linkage with other related organizations such as SASFAA. VASFAA members steered me toward SASFAA’s summer training program which provided an excellent foundation for my career. I was so impressed with SASFAA’s summer program that I sent my entire aid staff there when I was a Financial Aid Director.

VASFAA not only helped me grow exponentially at my position within a college but provided a

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lifetime career track for me. Prior to joining VASFAA, I had no idea how many public and private agencies and businesses it takes to deliver financial aid to students. Another aspect of financial aid that I was unaware of until joining VASFAA was the policy making role of VASFAA. Through VASFAA, I was able to participate in an advisory committee on state financial aid policy and also have contact with federal policy makers.

Presently, I work in the private sector of financial aid for the ACCESS College Foundation, a position I learned about through VASFAA. This position requires that I use all of the information I learned through VASFAA as well as what I learned as a college aid administrator.

I cannot say enough about the positive impact that VASFAA has had on my career. I would be remiss if I did not mention the role of VASFAA in my personal life as well. Through VASFAA I developed wonderful friendships that will last a lifetime. I have never met a more caring and thoughtful group of people.

I have been involved in financial aid 16 years. I started in 1989 when an aid director left the college where I was on the counseling staff and was asked to act in an interim capacity for three months. I have stayed in the profession because it has allowed me to have the most direct impact on student success than any other position I have held. I enjoy helping parents and students understand financial aid. It is so rewarding to know you made the difference in helping a student getting a college education. It is also challenging work that involves lots of problem solving.

Hobbies? Are you kidding? When I was an aid director, my hobbies were eating and sleeping, and I must say, I did not engage in the sleeping hobby nearly enough. Now that I am working in the private sector of financial aid, I have just a little more time available and have been able to replace those hobbies with writing and public speaking.

Survivor #2 Melissa Barnes – Associate Director of Financial Aid, NSU

Your 2005-06 Public Relations Committee is pleased to present Survivor #2! Melissa Barnes is the Associate Director of Financial Aid at Norfolk State University.

When I first started working in financial aid, VASFAA provided me with an opportunity to participate in workshops and meet other financial aid officers. In the years that followed, I served on several VASFAA committees and participated in Financial Aid Awareness initiatives.

I am now going into year 18; however, when I transferred to NSU (as a student in 1979), I was assigned to the Financial Aid office and worked there for 2 years. I graduated in 1981 and worked 6 years in Residence Life. The rest is history.

I've stayed in this industry because I love knowing that I provide a service in assisting students and the mere 'thank you, Miss Barnes' that I receive and/or hear from students and/or parents.

I enjoy my job because it's a versatile position—you have to know or at least have an understanding of not only all aspects of financial aid but of the university's policies and practices.

Survivor #3 Jeff Arthur – VP Info Systems & Financial Aid for the ECPI colleges

Greetings VASFAA Colleagues,

Instrumental in my 'survival' for 22 years in this challenging, complex profession has been the support of my VASFAA colleagues. VASFAA is a resource that is necessary to succeed in managing a financial aid department because of the breadth of knowledge and experience within this group. I can't tell you how many times I've attended a VASFAA session or talked with a

colleague about something and walked away thinking to myself, “Thank goodness I was here, or I might have made a wrong interpretation, or missed putting a great idea into practice.”

I started in financial aid right after graduating from college in 1984 by answering an ad for a financial aid director at a junior business college in Nebraska. My role there expanded to include three campuses and added responsibility for information systems. In 1993, I moved to Virginia to manage the financial aid department for ECPI College of Technology, and my first day on the job, I attended a VASFAA conference! My responsibilities have expanded to include managing information systems for our seventeen campuses and involvement in many aspects of operations. I have been able to do this thanks to ECPI’s great financial aid staff getting involved with VASFAA and taking on more responsibility in managing the FA department.

I believe the reason I’ve stayed in this profession so long is due to the impact you have helping change people’s lives...plus when you are challenged in an enriching career and have excellent fellow employees and colleagues, why do anything else!?

Survivor #4 – Debbie Turner, Associate Director of Operations at JMU

Your Public Relations Committee is pleased to present Survivor #4, Debbie Turner, Associate Director of Operations at James Madison University.

I became a member of VASFAA a few months after I began working in Financial Aid in 1989. As a newbie in the industry, VASFAA provided me with a network of financial aid professionals that taught me about regulations and gave me insight into how other offices processed financial aid. It was nice to know that other offices were dealing with the same issues as ours. I also learned a lot about the behind-the-scenes of VASFAA as a Representative-at-Large on the board and as a member of the Training and Awards & Nominations committees. I have never known a more friendly and dedicated group of individuals than the members of VASFAA.

I have been in Financial Aid for 16 years. I started in 1989 as Director for a proprietary college. I have also worked at a private college and now a 4-year public university. There has never been a day that I have worked in Financial Aid that I did not want to get up and go to work, even during the most hectic times. I can not say the same for other jobs. I love my job. It is challenging, at times more than others, and everyday is different because every student I work with is different. I love the balance of working with people, on a computer, and there is always the paperwork. I work with a great group of people. For the last several years you could say my hobby has been pursuing my MBA degree from James Madison University. I complete the program this May. When I am not reading course materials, I like to read mysteries. Also I like to watch movies for relaxation.

Calendar Guide

2006	
May 6-10	VASFAA 2006 Conference – Virginia Beach, VA
May 22-24	VASFAA Board Retreat – Wakefield, VA
July 5-9	NASFAA Conference – Seattle, WA

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, 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.**

Submit articles to
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2005-2006 VASFAA VOICE Article, Ad, Photo Submission Windows

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

Send all submissions to Gary Spoales, Newsletter Editor, via email @ gary.a.spoales@bankofamerica.com.

- ▶The First Word
- ▶Spotlight Features
- ▶Committee Updates
- ▶People and Places
- ▶Reflections
- ▶FinAid Shell Game
- ▶Did You Know?
- ▶Other News
- ▶Interesting Stuff
- ▶Planning Your Life
- ▶Special Features
- ▶Support Group

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Survival Knowledge From... Association Sponsors

Submitted by: Biz Daniel, Chair

VASFAA recognized four levels of yearly sponsorship for 0506. We acknowledge the Platinum, Gold, Silver and Bronze Sponsors in each issue of the newsletter. Sponsors are identified below by category. They deserve your support in a manner reflecting their support of your efforts in VASFAA.

VASFAA Sponsorship List 2005-06

Platinum Sponsors

College Loan Corporation

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ECMC

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Bank of America

Nellie Mae

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TG

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Sponsors	
Access Group	
College Board	
Ed Financial	
ELM	
Great Lakes	
Next Student	
Total Sponsorship Dollars	\$89, 750

Sponsored Items by Vendor for 0506	
SunTrust	Conference Welcome Bag, Tuesday Morning Break
ECMC	Conference Program, Tuesday Afternoon Break
CLC	Name Badge Holders, Board Meeting Luncheon
Ed America	Banquet & Entertainment, President's Appreciation Reception
NSLP	President's Reception
TG	Monday's General Session Speaker & Lunch
National Education	Opening Key Note Speaker, New Member Networking Reception
Bank of America	Conference Survival Kit, Team Building Event
USA Funds	New Member Photos, VASFAA Baseball Cap
Nellie Mae	Survivor Bandana, New Member / Mentor Reception
Wells Fargo	New Aid Officer's Workshop Breaks / Breakfast / Lunch, Executive Board & Conference Committee Lunch
Wachovia	New Aid Officer's Training Material Workbook, Continental Breakfast on Tuesday
AMS	New Member / Executive Board Breakfast, Nomination Committee Luncheon
Sallie Mae	Tuesday's General Session Speaker, Monday's Afternoon Break
ASA	Wednesday's General Session & Breakfast

	Monday's Morning Break
Citigroup	Support Staff Workshop – 1 location
Campus Door	Support Staff Workshop – 1 location
Citizens	Support Staff Workshop – 1 location, Advertising VASFAA Voice Spring Issue
CFS	Conference Meeting Room
PNC	Conference Meeting Room, Newsletter Article Incentive Winter Issue 2006
TERI	Conference Meeting Room, Newsletter Article Spring Issue
Student Loan Express	Conference Meeting Room, Newsletter Article Incentive Fall Issue 2006
Sallie Mae Trust	Conference Meeting Room, Newsletter Article Incentive Summer Issue
AES	Conference Meeting Room, Early Morning Walk at Conference

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- ▶Interesting Stuff
- ▶Planning Your Life
- ▶Special Features
- ▶Support Group

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Tanya White	Old Dominion University	"News" Detective
Holly Rison	Randolph Macon College	Feature Writer
Linda Miller	James Madison University	Special Reports
Tina Bergstrom	Old Dominion University	Special Reports
Angie Hawkins	Virginia Wesleyan	Commissioner

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