

VASFAA VOICE

Sherwin Hibbets, VASFAA President
 Barry Simmons, VASFAA Immediate Past-President
 Gary Spoales, Editor - VASFAA Voice

Summer 2003 - Issue IV

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VASFAA 2003-2004

On Track for "Going the Distance"!

by Incoming President Sherwin Hibbets, Regent University

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Summer is in full swing and we are feeling the "heat", literally, and also figuratively as we are drawing near to our fall registration periods. As is usual, we are doing what Financial Aid professionals do—we go the distance to "make it happen" for students. May you have a smooth course as we head into the home stretch of fall registration!



Congratulations to our newly elected officials for 2003-2004! I look forward to working with each of them, and all of VASFAA, as we work to enhance and grow the Association. There is much to do, and places for you yet to serve this year in VASFAA. If you have not completed a volunteer form, please do so today at www.vasfaa.org under the "What's New" tab. We need everyone's participation to ensure VASFAA being all that it can be.

VASFAA members have historically been about "going the distance". At our spring conference I stated that we want to continue in that heritage of serving our constituents. As always, it is incumbent upon us to provide excellent training opportunities so each of us is prepared to well serve our students and institutions. We will work to refine and enhance these activities in 2003-2004. Additionally, we aim to promote awareness of, and access to financial aid in general, as well as promoting our Association. We will work for greater opportunities in these areas, while striving to more efficiently utilize resources currently available. Included in this effort is VASFAA's participation in sponsoring an Awareness Summit, about which we will be providing more information in the near future. Finally, as we move into a new reauthorization period for the Higher Education Act we will need to promote professionalism in the financial aid industry. This professionalism encompasses a broad perspective of member involvement in our Association; responding to legislative, regulatory, and industry initiatives; as well as being a defining leader of integrity and accountability among financial aid associations in our business matters.

These areas are ones upon which we will focus in the coming year. Again, if you have not done so, please take a moment to complete and submit a volunteer form. Let's continue to champion our Association as we "Go the Distance"!

Congratulations to 2003-2004 VASFAA Board

President: Sherwin Hibbets, Regent University

President-Elect: Tom Morehouse, Thomas Nelson

Past President: Barry Simmons, Virginia Tech

Treasurer: Melissa Ellyson, Wells Fargo

Treasurer-Elect: John Crowley, Sallie Mae

Secretary: Jeanne Holmes, ECMC

Representatives-at-Large:

JoAnn Carreras, SunTrust

Erik Melis, George Mason University

Jolene Burke, edsouth

Brad Barnett, James Madison University

Special Appointee, Randy Craig, ECMC



2003-2004 VASFAA Governance/Committee Structure

<p>PROFESSIONAL SERVICES Commissioner - JoAnn Carreras Awareness: Angie Hawkins Secondary Schools: Anita Aymer Federal Relations: Marie Bennett State Relations: TBA Loan Issues Advisory: TBA</p>	<p>PLANNING Tom Morehouse, President-Elect Strategic Plan: Sharon Clough Site Selection: Tom Morehouse Sector Coordination: Tom Morehouse</p>
<p>INFORMATION SERVICES Commissioner: Erik Melis Public Relations: Beth Parker Newsletter: Gary Spoales Electronic Services: Joe Dobrota Photographer: Gerene Carter</p>	<p>ORGANIZATIONAL SERVICES Jeanne Holmes, Secretary Archives: Holly Rison</p>
<p>PROFESSIONAL DEVELOPMENT Commissioner: Brad Barnett Training: Gail Catron Conference: Leslie Thomas Experienced Aid Officers: TBA Support Staff Training: Carla Dailey</p>	<p>GOVERNANCE Barry Simmons, Immediate Past President Bylaws: Barry Simmons Awards: Barry Simmons Nominations: Barry Simmons</p>
<p>ORGANIZATIONAL SERVICES Commissioner: Jolene Burke Diversity: Kerrie Roth Membership: Brenda Burke Vendor/Sponsor: Tanya White</p>	<p>FINANCIAL SERVICES Melissa Ellyson, Treasurer John Crowley, Treasurer-Elect Budget & Finance: Rod Moore Sue D. Ross Fund: Buddy Johnson New Century Fund: Buddy Johnson</p>
<p>SCHEV LIAISON: Lee Andes</p>	<p>COMMERCE LIAISON: TBA</p>
<p>SPECIAL APPOINTEE/BOARD COORDINATOR: Randy Craig</p>	



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A PRESIDENT'S PAUSE

The Last Word

by Immediate Past-President Barry Simmons, Virginia Tech

This is the final newsletter item I'll submit as president of VASFAA. To continue a practice I began after our the fall VASFAA conference, I'll share my opening comments given at the opening luncheon of our most recent conference, the Spring 2003 VASFAA Conference held at the Ramada Oceanfront in Virginia Beach, Virginia. VASFAA celebrated its 35th anniversary at that conference.



Welcome all, aid administrators, college officials, public policy makers, those involved in encouraging and helping students further their education, vendors and commercial sponsors, students, parents...and who have I left out? Oh yes, and recent graduates. Well, I hope I've left no one out. Welcome to Virginia Beach. So very close to the first permanent new world settlement, Jamestown. Here in the midst of our country's military establishment. Here where patriotism reigns. We are VASFAA, the Virginia Association of Student Financial Aid Administrators. We are a professional organization. Let me say that again, we are a professional organization. We're all about embracing change and we've been doing that for 35 years in Virginia. Embracing change to provide for the future of our nation.

Happy 35th birthday VASFAA.

Let's put the concept of change into its proper perspective. We all age; if we don't age we die. Aging is natural...think of the transitions we pass through...infant to toddler to child to adolescent to young adult to adult to older adult to old adult to old old adult. Such a progression, through many developmental transitions, is one of the most natural things on earth. So we all should enjoy and embrace change.

Please indulge me for a moment. As president of VASFAA, I have the responsibility of setting direction and tenor for the organization. While the direction is important, the tenor, or essence of the organization is most important. And the president must convey that to the membership. If I have one legacy, I want it to be that I share my vision and my concept of the tenor of the organization with its membership in a public forum at our opening luncheon at each conference. So, be patient and I promise I'll be as brief as possible.

While I've practiced financial aid in Virginia since only 1988, began in 1972 by writing a grant, as a student, to a private foundation to provide scholarship assistance to students pursuing medical technology. Well, I got the \$40,000 grant. And that's how it started. I graduated from college on a Sunday, and became director of financial aid on Monday.

And it's been an absolute ball ever since then. To be involved in the programmatic advances, the technological advances, the increase in dollars available to students...and the joy of watching students achieve their educational dreams. All of these happenings represent transition, or change. Many of you have similar stories; you just sort of fell into the profession. Now seriously, how many of you remember that as nine-year olds you dreamed of becoming a financial aid administrator? But think of the emotional charge we get from watching our students grow and mature and change during their educational careers at our institutions; to watch our own institutions grow and change; and what amusement and wonderment our vendors get from watching those of us at educational institutions grow and change.

Not many, most of us fell into the profession and then began to realize how much of an

impact we could have on the lives of others and the future of our country. The future of our country...a pretty noble cause...but we're in good company here...remember the deeds and dreams of Washington, Jefferson and Madison...all Virginians....all with legacies beyond the normal traditional primary/secondary school outlook.

And we contribute to the achievement of that outlook as a profession. Some years ago, the Harvard Business Review discussed the elements of a profession. Among those elements was a body of knowledge, a set of ethics, an organizational framework as well as other features. What's important to us today is the fact that VASFAA has been, is and will continue to be our underlying structure as a profession. While students are our *raison d'être*, VASFAA is our support network. And VASFAA's been our under girding strength for 35 years.

Happy 35th birthday VASFAA.

Just think of the relationships, professional and personal, that each of you has developed though VASFAA. Think of the joy, the frustration, the disappointment, the victory, the utter elation you have shared with those met through VASFAA. While this is a celebration, we must also remember the sad times, the down times, the hopeless times...because above all, VASFAA helped us through those down times, when no one on your campus understood what you were going through. And think of the help you received when you canvassed your VASFAA colleagues for an answer you were hesitant to put to the "USDOE."

So not only do we celebrate VASFAA's 35th anniversary, we celebrate our 35th anniversary as a profession in Virginia. Happy anniversary fellow Virginia financial aid professionals!

So the first elemental essence you need to carry away from this conference is that we are professionals.

As professionals, we are leaders. Leadership is our second elemental essence. We're leaders on our campuses and in our organizations. We possess expert knowledge on arcane and sometimes confusing federal and state regulations. We advocate for student interests while looking out for the health and future of our institutions. We're leaders in the sense that we display certain behaviors and champion certain attitudes. As professionals, we're role models...and we must be acutely aware that we have a responsibility to lead...and to put ourselves in the path to leadership. That means that you need to prepare to seek elective positions within VASFAA.

The elective opportunities are almost boundless in VASFAA. And contrary to popular belief, there's no certain progression or sequence you must follow. Everyone does it their own way. While service as a representative at large helps to prepare you for higher offices, there's no hard and fast rule here. If we had a suggested progression, it would be first, volunteer for committee service. If you like that, then let it be known that you'd like to serve as a committee chair or co-chair. Then, maybe you're interested in serving in an elective office. Don't be shy...nominate yourself when the nominations committee is seeking nominations. Historically, this has taken place after the fall conference. Don't know what office you'd like to seek or don't really know what a particular office does? Then read our bylaws and policies and procedures and then ask a current or prior officer. We don't bite and it's ok to ask such questions. I'd much rather have someone ask me a question and me to give an accurate answer than for a member to go around uninformed and basing their actions on an incorrect assumption.

And while you're preparing for that elective office, please be sure to fill out the volunteer form for incoming president Hibbets.

In my opening address for our fall conference, I talked about three of my areas of concentration...diversity, early awareness and the public policy arena. We've made great strides in all three during this year. We still have more progress to make. And in the area of diversity, let me share with you six leadership principles of diversity. I developed these for a presentation at this year's NASFAA leadership conference.

Know thyself---make sure your actions reflect your talk
Take risk---try untested individuals in leadership positions
Champion---don't let an opportunity pass you by to talk about diversity
Be realistic---no bs or pc---don't sugarcoat
Don't stereotype --- we all do it, be aware of it
Be strategic---think forward, look for opportunity to change

This whole arena of diversity is one many of those in the majority consistently underestimate. Wake up...look at the demographics and embrace diversity and embrace change.

The third essence I want to convey goes back to the concept of embracing change in general. Whether you realize it or not, as financial aid professionals, we are significant change agents. Our actions comprise the economic engine that make post high school educational opportunities financially attainable to our citizenry...we make the future of our great democracy. And we have recently found that our future has been threatened and we have had to respond. Our country's recent military actions also point to the nature of change not just in our back yard, but in the global community. We cannot remain isolated nor can we be *Polyannas* in the security and future of our nation. Our work as aid administrators not only supports the future of our nation, but also the security of our nation.

Many of us have seen some of our student's sent off to battle in the past 18 months. Some of them will not come back. Let us pause for a moment to remember those who have sacrificed for their country.

Change, the ever constant cycle of change...no always happy and gleeful, sometimes sad and tragic. It's natural, it's inherent it's unstoppable. So embrace change and be a part of Change. One change coming up in 2004-05 will be our movement to one annual conference. As President-Elect Hibbets has pointed out, there's a survey on your table. Please complete it and had it in on your way out at the conclusion of this luncheon. Win a VASFAA conference registration for 2003-04.

In closing, let me remind you that VASFAA, representing 35 years of change, plans for change though our strategic plan. Again, change is natural so why not plan for it? In your registration packets is a yellow sheet of paper that displays a quiz on the VASFAA Strategic Plan. Take the time to complete the quiz during the conference. The plan is displayed near the registration area as well as on our web site. Or, you may want to take the quiz home and complete it and submit it later. Just make sure you get it to Sharon Clough, here address is on the quiz, by 5/23/03. Win a 2003-04 free conference registration.

So, we're here to celebrate VASFAA's 35 anniversary, and continue our legacy as a profession. And our essence contains the elements of professionalism, leadership through participation and embracing change as a natural force. All of which leads to sustaining our great nation. Thank you and happy 35th to VASFAA.

Respectfully submitted, Barry W. Simmons Sr., Ed.D, VASFAA Immediate Past-President

Editor's Embellishments

by Gary Spoales, VASFAA Voice Editor, Bank of America

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Welcome to the final edition of the newsletter for 2002-2003. We hope you enjoy the content of this fourth issue and again welcome your suggestions for future issues. It may seem confusing however; the newsletter chair's responsibilities cross over into the next year in this final issue. The proposed schedule for next year will align the final issue closer to the end of the year and hopefully make more sense for the association scheduling process. Sherwin Hibbets, our new VASFAA President has asked me to stay for his term of office. I want to publicly thank him for his vote of confidence and hope to meet the challenge for another year. If anyone would like to serve for next year, please contact me at your earliest convenience so that I can get you working on the next issue. Send any comments, suggestions or submissions for publishing to me at: gary.a.spoales@bankofamerica.com or call me at 301-879-8008 with questions.

Working on the newsletter this past year has reaffirmed some basic beliefs about being successful in volunteer endeavors. For those who don't know my background, I've worked for 22 years as a Financial Aid administrator, followed by almost 7 years with Bank of America; my how time flies. During my College Administrative years, I chaired committees for VASFAA and other organizations; held leadership positions in Associations as President of Maryland and Chair of Tri-State and others; and learned a lot about seeking and obtaining personal contributions (work effort – not money – well that too via Development positions in VASFAA and EASFAA). There are many guiding principles that might help us all be successful and your favorite may not be listed below, however, these are mine.

1. The chair of a committee (any committee) can accomplish more, with less stress, when surrounded by willing committee members. Don't try to do it all yourself – a committee of one leaves no room for delegation.
2. Identifying good people is an important step but keeping them motivated and involved on a personal level is essential. Keep in touch with them even when nothing is happening.
3. Posting a deadline is important and some will even put it on their calendar. Reminding people in an amusing and encouraging manner is critical to achieve maximum feedback but not foolproof. Offering a reward for information also works as we proved this year. The reward issue had the largest number of contributors.
4. It is never enough to send one listserve message and expect a good response – plan and expect to send several. Select some individual people to contact others personally for each activity as well.
5. The real secret is to get someone's attention about something that they think is important – not everyone is motivated by what you think is important. Chairing a committee can be very humbling in that way.
6. Make sure that you have the support of your boss and office peers and perhaps more importantly, your spouse or significant other. It reduces the stress and makes you feel better about what you accomplish.
7. Face to face committee meetings often give way to impersonal and detached conference calls. It takes great skill and planning to conduct effective conference calls as a substitution for committee meetings. A minimum of two face-to-face committee meetings, although more costly and time consuming, are worth the effort in productivity and overall effectiveness.
8. Finally, parcel out the work – learn to delegate without losing control of what you need to accomplish. People are happy to participate, and often only need to be asked. Don't be afraid to ask.

This past year as Newsletter Chair has been easier than I could ever have imagined. I am looking forward to next year and working with most of the same committee members. It was a pleasure to chair the committee when everyone was so committed to making it work. Everyone is coming back but we are adding new members to enhance the group. I

owe each of the committee members for 2002-03 a great big thank you for their hard work, support and timely contributions. The newsletter would not be the same without them. We give a special thank you to Jolene Burke, our commissioner from last year and a source of great support with the Board. Under Barry Simmons guidance and leadership, he allowed the Newsletter to undergo fundamental changes and the results appeared to meet his expectations. We hope that it met yours as VASFAA members.

In this issue, you will be able to catch up with Barry in his address from the spring conference; read about the many professional changes and opportunities in Virginia and hear a first hand account from a first time Committee chair and Board Retreat attendee.

During this coming year, it has been made increasingly clear that everyone's efforts will be challenged to keep the neediest students in college. Tuition increases in the 20% range at public institutions will tax your ability to maintain your professionalism, calm demeanor, and caring efforts. You are likely going to be confronted by more students who seriously need help that may not be at your disposal. The newsletter will share your stories of triumph and frustration if you submit them. Innovative Solutions will be a new column as long as we get new material to print. Welcome to the new VASFAA Challenge for 2003-04. Are you up to the Challenge?

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THE VASFAA CHALLENGE - A RESPONSE

Submitted by Linda Miller, JMU

In response to the VASFAA Challenge, one member was courageous enough to put some thought into the plight of returning veterans. As fate would seem to have it, her university had the foresight to provide some thought provoking stimuli. Perhaps it will provide all of us with good reference material for keeping the fate of our returning military in perspective. Please read on...

A few years ago JMU instituted the Freshman Reading Program. At freshmen summer orientation each new student is given a book and are asked to come prepared to discuss it at August orientation. *"The Freshman Reading Program is an innovative summer reading experience designed to engage students in critical thinking and reflection under the guidance of a faculty or staff facilitator."* **The Things They Carried** by Tim O'Brien, this year's selection, is a powerful novel about the Vietnam War. 'They carried P-38 can openers and heat tabs, watches and dog tags.....C-rations stuffed in socks.... standard fatigues, steel pots.... M-16s, trip flares and Claymore mines, ... M-14's.....some risked their lives to rescue others. Some escaped the fear, but dealt with the death and damage. Some made some very hard decisions, and some just tried to survive. They carried malaria, dysentery, ringworms and leeches...They carried the land itself..... and pictures of their loved ones - real and imagined.... They carried love for people in the real world and love for one another.... And sometimes they disguised that love: "Don't mean nothin'!"..... They carried memories for the most part,.... They carried the traditions of the United States military, and memories and images of those who served before them. They carried grief, terror, longing and their reputations..... They carried the emotional baggage of men and women who might die at any moment..... and they carried each other."

As described in a letter from President Rose to potential facilitators, *"the novel provides opportunities for rich discussions about the parallels between the Vietnam War and current global events, as well as transitions to new places and experiences"*.

As one of the group discussion facilitators, I know that I will draw parallels between the Vietnam Vets and the Iraq vets, as well as to this new group of young men and women, embarking into a new chapter of their lives, and the parallels of the age similarity.

For anyone remotely affected by the Vietnam Conflict or just interested in understanding more about it and the 'psychological imprint', I strongly recommend you read **The Things They Carried**.

VASFAA's BOARD (NOT BORED) WORLD

Submitted by Tanya White - Vendor/Sponsor Committee Chair

First and lasting impressions of a new committee chairperson! Do you ever wonder what happens at a Board Meeting? Are you scared to find out? And is this the reason you have never volunteered to chair or be on a committee?

The arrival was fantastic since our first initial contact with everyone was in a lunch setting

(all VASFAA members favorite past-time). This is a great idea to get acquainted in a more relaxed environment. It took all those initial butterflies away of not knowing what to expect. After lunch, we moved to the actual meeting location. Of course, the first thing to do with a whole new group of Committee chairpersons was to introduce yourself. This was followed by an Icebreaker, which really got the entire group involved. The Icebreaker included everyone writing down 2 things true about themselves and 1 thing false. The group had to decide which was false. I can say from the answers that some of the veteran VASFAA members (now Chairs) really know their stuff and keep up with their peers' professional and personal lives. Coming in new and just listening to, and reviewing the information on the agenda, is rather overwhelming and confusing at first. Some of the VASFAA jargon throws you for a loop until you really sit down and read some of the by-laws and policies and procedures.

Incoming President for 0304, Sherwin Hibbets, introduced Past President, Dr. Barry Simmons. Barry gave his rendition of VASFAA and what we should and should not be doing as representatives of VASFAA. Barry's points were well taken and appreciated by the entire group. Oh another thing that was quite amusing to most of us and maybe shouldn't be shared - - if you want to speak you have to set your name card up so someone knows you have a comment. Amusing, but the concept really works and that way no one feels like they didn't have a chance to voice their opinion. It is also better then raising your hands. Always fair and equitable in the VASFAA Board Meeting - you can believe that!

The next realistic task was to find out what your committee was really supposed to do. We were given policies and procedures and a general overview of how the committees were formed and what there purpose was. It was very interesting and exciting to find out how the rules and regulations come about behind the scenes.

The VASFAA board meeting was almost like a VASFAA conference in that you felt just like you were around family and friends. There was no pressure or intimidation. We were the new kids on the block and we asked plenty of questions and it was what was expected of us. The new committee chairpersons were coached on how to determine goals and objectives and develop a budget for our committee. The meetings were fast and intensive but I as a newcomer didn't feel overwhelmed. Each committee is assigned a Commissioner who is like your liaison for the board. The Commissioner is filled with information to assist you and feel welcomed. Overall the meeting, and information given, was your guide to do your job as a Committee chair person. I am excited and ready to get to work, so have to go for now...

Tumer Receives the Excellence Award

(VASFAA's Finest!)

At our spring conference in Virginia Beach, Lisa Tumer of James Madison University was awarded the VASFAA Excellence Award! Past President Tim Freeman bestowed this honor on Lisa at the Tuesday evening banquet. Time was short so Tim was unable to highlight her many contributions to VASFAA, SASFAA and NASFAA. This article is to provide the VASFAA Community with those many contributions.

NASFAA

Association Governance & Membership Committee (2000- present)
Editorial Board of the *Student Aid Transcript* (1999-2000 and 1994-95)
Board of Directors (1998-99)
Commission Director for:
Carnival of Learning Committee
Graduate & Professional Issues Committee
National Conference Committee
Editorial Board of the *Student Aid Transcript*
Editorial Board of the *Journal of Student Financial Aid*
Chair, National Conference Committee (1997-98)

Conference Committee (1996-97 and 1995-96)

SASFAA

Chair, Conference Committee (2001-02)
Chair, Sponsorship Committee (2000-01)
Strategic Long Range Planning Committee (1999-2000)
Chair, Membership Committee (1998-99)
Nominations & Elections Committee (1997-98)
Board of Directors (1996-97)
Chair, Sponsorship Committee (1995-96)
Conference Committee (1995-96, 1994-95 and 1993-94)

VASFAA

Chair, Conference Committee (2002-03)
By-Laws Committee (2000-01 and 1999-2000)
Board of Directors (1993-98)
Immediate Past President (1997-98)
Chair, Nominations and Elections (1997-98)
Chair, By-Laws Committee (1997-98)
President (1996-97)
President-Elect (1995-96)
Strategic Planning & Assessment Committee (1995-96)
Chair, Site Selection (1995-96)
Chair, Sector Coordination (1995-96)
Secretary (1993-95)
Chair, Conference Committee (1992-93)
Site Selection Committee (1991-92)
Fall Conference Site Coordinator (1991-92)
Chair, Archives Committee (1986-89)
Membership Committee (1986-88)

As you can see, Lisa is surely one of VASFAA's Finest!!!!

Thank you, Lisa, for all you do for us!!!

Compiled and Submitted by Holly Rison, Randolph Macon College and Brad Barnett, James Madison University



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CONFERENCE COMMITTEE

VASFAA Members...save the dates.

Fall Conference: October 12-15, 2003, Richmond

Spring Conference: May 2-5, 2004, Virginia Beach

DIVERSITY COMMITTEE

The following is a list of confirmed members of the 0304 Diversity Committee:

Liza Bruce - ECMC - Guarantor

Kathleen Voss - Fleet Bank - Lender

Tina Bergstrom - Old Dominion University - 4 Yr. Public

Vera Riddick - Old Dominion University - 4 Yr. Public

Kerrie Roth - Old Dominion University - 4 Yr. Public

Letetia Simpson - Old Dominion University - 4 Yr. Public

Submitted by Kerrie Roth, Chair, ODU

NEW CENTURY ENDOWMENT COMMITTEE

New Century Fund Awards Two Year Grant to JMU

The Financial Aid Office staff at James Madison University has been awarded a two year professional development grant of \$1,500 by the President's Council of the New Century Educational Endowment Fund. This is the first two-year grant supported and funded by the New Century Fund. The Fund is in its fourth year of existence having received its initial funding of \$50,000 by the VASFAA Board of Directors in the spring of 1999.

The JMU grant entitled "Student Employment - One Stop Shopping" is for the years of 2003 and 2004, ending on June 30, 2004. The grant proposal was submitted by Linda Miller, Student Employment Manager and Denise Meadows, Job Location and Development Coordinator. The stated purpose of the grant is "to increase awareness of student employment programs among all constituents, on and off campus and students, in order to add value to our programs and services." In addition, evaluation tools will be created to measure awareness and perceptions of programs and services. Another main purpose of this grant will be to develop stronger ties with local business and industry partners in order to maintain mutually beneficial relations between the university and the community while creating a network of local employers that will consistently provide students with meaningful work experiences.

The second installment of the grant in the amount of \$1,000 was accepted by Brad Barnett, Associate Director of Financial Aid, at the VASFAA spring conference in VA Beach. Also, an interest session was conducted by Linda Miller and Denise Meadows during the spring meeting to assist VASFAA members in learning more about their creative professional development project.

Additional New Century professional development funds are available for VASFAA members for the upcoming school year. For more information and applications, please see the VASFAA website (www.VASFAA.org) under "Forms Bank" or contact H. S. "Buddy"

Submitted by H.S. Buddy Johnston, Chair, USAF



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GRADUATE/PROFESSIONAL SCHOOL PERSPECTIVES

July 11, 2003
Salt Lake City

Graduate and professional aid administrators have been recognized here at the 2003 NASFAA conference through the eleven sessions presented for this special interest. From how Alternative loans are developed for our school's specific needs to the Reauthorization proposals that will affect our student populations, we had a focus on our issues, along with a great lesson on hunting down grant resources that are sadly lacking for our students. While all of these things are important to us, probably the most critical feature on the horizon for the graduate and professional community is SOGAPP, the Survey of Graduate Aid Policies, Practices, and Procedures.

Ken Redd of NASFAA presented preliminary information about this survey, which will be distributed in late August. A sampling of schools within each discipline will be selected and results weighted to represent the full community. Scheduled for completion by early October this is a survey that will address pertinent areas of our operations including our student and staffing FTE's, costs, debt issues, professional judgment practices, salaries and more. Once the responses are compiled, we will all benefit from the shared information about how we are operating our programs.

These questions will not demand additional tabulations or research of most financial aid administrators as we are currently reporting the information to other agencies or it is information about our daily practices. The completion process will be conveniently web-enabled and will allow the user the choice to complete their responses in one setting or to return to do it in multiple sessions. Schools selected to participate in the survey will receive some advance notice from NASFAA explaining the participation requirements. I hope everyone who receives the opportunity to take part in this important piece of research will take the small amount of time required to participate.

Submitted by Judy Cramer (jmcramer@vcu.edu)
Virginia Commonwealth University School of Medicine

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From Old Dominion University:

Financial Aid Assistant Counselor for Graduate Students Robin Dean married Errol Samuel on May 17, 2003 and moved to Florida. Errol is a Naval Police Officer. Robin worked for ODU's Financial Aid Office for 2 years and we will miss her greatly since we were considered her second family. Best Wishes to Robin and Errol.

New hire taking Robin's place is Lindsay Wilson (again as assistant counselor for Grad students) and will begin on June 25. We welcome Lindsay to our office and wish her good luck in her new position.

From Longwood University

Michael Barree will become Director of Financial Aid effective August 10, 2003.

From ITT-Technical Institute:

Our Director of Finance, Will Travis is still serving his Marine Reserves Duty. His position is front end supply for the remaining troops in Iraq. We wish for his speedy and safe return.

From UVA:

Carol Larson has left UVA to join Piedmont Community College as their Director of Financial Aid - we wish Carol the very best.

Melvin Miller has joined the University of Virginia as our new Associate Director of Financial Aid. Mel comes to us from Delaware State University with a background in Admissions as well as Financial Aid.

Scott Miller joins us as an Assistant Director. Scott has been the Director of Financial Aid at Mars Hill College in North Carolina.

Gizella Jarrell has joined Student Financial Services at the University as a financial aid counselor. Gizella is a graduate of the University of Virginia, and has worked in our Cashiering office and in the Financial Aid office in program support.

From Virginia Intermont College:

Promotions:

Denise Oliver promoted to Associate Director of Financial Aid

Nancy Roberts promoted to Assistant Vice-President of Admissions/Financial Aid

From Christopher Newport University:

Marcia Boyd has left to become Director of Financial Aid at Hampton University.

From Virginia Tech:

Donna Manns of Virginia Tech became a grandma for the first time.

Elijah Michael Stump was born on June 23, 2003, weighing 7lbs, 11 oz, and he was 20 inches long.

From Bank of America:

After much anticipation, little **Nathaniel Borden Reinstadtler** was born on June 13 at

9:55 PM. Little Nate was 7 lbs 10 oz and 21 inches long. As has become a Reinstadtler custom, it was another fast delivery. They were in the hospital for about an hour this time. Everything went smoothly (other than the severe pain Lynne experienced during labor). Mom and baby came home on 6/15/03 and are both doing well.

From Regent University:

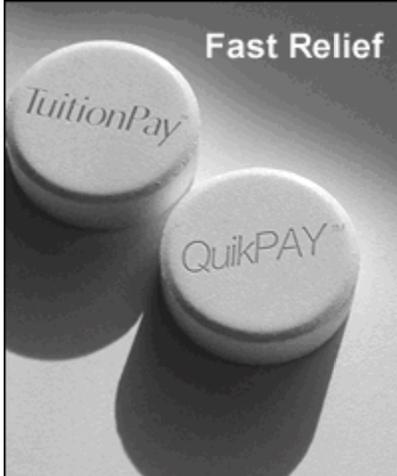
Promotions:

Joe Dobrota promoted to Associate Director

Dotti Burns promoted to Senior Financial Aid Counselor

From Access-Tidewater Scholarship Foundation

Anita Aymer has become a grandmother. Vincent Albert Aymer was born to Anita's son Eric weighing 9.7 pounds and measuring 21.5 inches. According to his grandmother he is "a very good eater with a full head of black hair."

 <p>Fast Relief</p>	<p>For Payment and Billing Service Headaches</p>  
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THEN AND NOW: REFLECTIONS ON THE PAST & PROFESSIONAL OPPORTUNITIES

From the VASFAA Archives 1987

As VASFAA started up the 1987-88 year, President, Karen Koonce of Tidewater Community College lamented about "Reauthorization", "Technical Amendments" and the "new" Congressional Methodology. She was concerned whether we would have time to assume our regular duties of counseling students with all the changes that were coming!

Lisa Russell of Roanoke College was our Program Chair. The fall conference was held at the Holiday Inn at Fair Oaks Mall in Fairfax, VA. The program offered a three-hour new aid officers training session on Monday morning of the conference. Topics highlighted were employment verification and Congressional Methodology. The spring conference was held at the University Hilton in Charlottesville. We celebrated our 20th Anniversary as a professional organization. Lisa Tumer, our archivist, put together a historical brochure about the association called "20 Years of Managing Change through Professionalism".

The College Board was busy struggling with the implementing the new Congressional Methodology. They planned several workshops through out the state to go over anticipated changes to the "FAF". Do you remember "dislocated workers" and "displaced homemakers"?

Lee Phillips of James Madison University was our membership chair. She was busy soliciting members in the fall newsletter. Dues for the year were \$20 and she instructed everyone to send them to our Treasurer, Hugh Scrogam of Lynchburg College. Hugh presented his budget to VASFAA. It totaled \$47,150.

In the fall VASFAA Newsletter, Gary Spoales of George Mason University and Vendor/Sponsor Chair, informed the association of the 1986-87 Sponsorship Levels. Our Honor Patrons were Centrust Savings, Financial Collection Agencies, Florida Federal, National College Services, Signet Bank, SEAA and Wachovia Services.

The fall of 1987 was an anxious moment in time for financial aid administrators!! Many changes were on the horizon, but we all felt confident the association would provide us with the guidance that we needed to perform as professionals.

Submitted by Holly Rison, VASFAA Archivist, Randolph Macon College

PROFESSIONAL OPPORTUNITIES

Christopher Newport University is seeking a Director of Financial Aid

Virginia Commonwealth University is seeking a Director of Financial Aid

California FA Employment Opportunities

Are you looking for a financial aid job in California? Financial aid employment opportunities can be found at the CASFAA Web site by clicking on the JobsLink button at <http://www.casfaa.org>

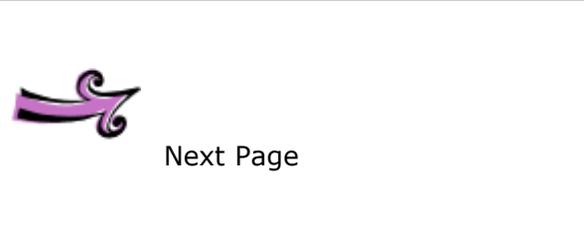
Employers, would like to post a job announcement? JobsLink:

<http://www.casfaa.org/Jobs/jobSubmit.html>, offered by CASFAA's Job Placement service, provides employers and prospective employees round-the-clock access to career opportunities.

There are no charges or requirements for visitors to have access and use of JobsLink. Employers are charged \$125 per position which will be posted for 30 days. Job listings are published on the CASFAA Web site and sent as an e-mail message to approximately 600 CASFAA members who subscribe to the CASFAA Listserv.

For more information about CASFAA's Placement Service, contact me, Rita Fellows at rfellows@deltacollege.edu.

Rita Fellows.....209-954-5122
FA Specialist/CASFAA JobsLink Coordinator.....FAX: 209-954-5789
Financial Aid & Veterans
5151 Pacific Avenue.....Stockton, CA 95207



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Here is the IFAP URL that gives all FSA/ED deadline dates:

<http://www.ifap.ed.gov/fregisters/attachments/FR08152002.pdf>

[hslda.org](http://www.hslda.org) - home school legal defense association has a web site with information about home schooling in every state. Also try [eric.ed.gov](http://www.eric.ed.gov)

[FinAid.org](http://www.finaid.org) has an automated calculator that retrieves the latest auction results and uses them to calculate the interest rates. You can find it at the URL:

<http://www.finaid.org/loans/scripts/interest.cgi>

New Staff Training Opportunity

If you missed sending staff to the SASFAA new aid workshop, here is a second chance from nearby.

What a terrific opportunity to start new financial aid staff members with the complete training that will help neophytes understand what financial aid professionals do in this industry and why! The Neophyte Workshop is an invaluable forum for providing refresher training to staff needing more direction about industry updates and basics that consistently keeps us all on our toes!

The DE-DC-MD, ASFAA, Inc. Neophyte Workshop experience strives to make each participant professionally well rounded and effective in the workplace. It is the goal of the Professional Development and Training (PD&T) Committee to have neophytes go back to their employers working smarter, not harder. Participants come away with valuable tools needed to enhance their work experience as well as insights to offer quality customer service and teamwork.

The 2003 Neophyte Workshop will continue to take participants on a training journey that covers a range of topics, from types of financial aid and aid eligibility basics through verification, needs analysis, loan processing, and customer service. We also offer training on other important topics like packaging, electronic resources, veterans affairs, and state specific programs. Participants are encouraged to explore their problem solving skills and analytical skills with topics like reauthorization and professional judgment. They are given encouragement to remain in the industry through discussion about career paths and goals.

At the end of the training week, participants will have a good working knowledge of all aspects of financial aid. The workshop will introduce games and networking concepts that we hope will inspire them to challenge and test themselves and lead to relationships that will carry over into the next year and throughout their careers.

The total projected cost of the 6-day workshop is only **\$540**, which includes room (double occupancy suite), all meals and snacks, all training materials, DE-DC-MD ASFAA, Inc. membership, as well as the follow-up training day to be scheduled for spring 2004. The association recognizes that fiscal times may be tight at your institution, so funds designated for staff training may be limited. But we think the training our association provides is well worth the expense. Staff training is essential for providing good customer service, staff satisfaction, and compliance with the multitude of regulations governing our industry.

To defray the expense for one institution, one lucky winner will benefit from a free workshop registration. For the first time, **PD&T will draw from the first 30 registration forms received by August 29th to give away one free Neophyte Workshop registration.** Forms will be available online later this month.

There are only 50 spaces available, so don't wait to send your registration form. Join us from **Sunday, October 12th through Friday, October 17th in Rehoboth Beach, DE.** You don't want to miss out on a minute of this great training!



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2003 NASFAA SPRING TRAINING MATERIALS AVAILABLE FOR PURCHASE

<http://www.NASFAA.org/publications/2003/CT03SpringTrainMaterials051303.html>

If you were unable to attend NASFAA's spring 2003 training series, you can now order the reference material distributed at the sessions on:

- Consortium Agreements Among Eligible Institutions;
- Debt Management: Strategies, Options, and Implications; and
- Federal Work-Study: Promoting Community Service.

Each module includes a Participant's Handout featuring information that identifies and explains the module topic. The Participant's Handout also includes mini-slides, charts, and other useful job aids. A limited supply of the materials is available. See the full article for more details or go directly to the Order Form at <http://www.nasfaa.org/Publications/PubForm.html>.

For those of you who might be unfamiliar with NASFAA's Standards of Excellence Review Program, it provides an objective, confidential peer review that assesses an institutions delivery of financial aid information. See <http://www.NASFAA.org/soe.asp> for details.

UPDATES TO THE COHORT DEFAULT RATE GUIDE CHANGE LOG

<http://www.NASFAA.org/publications/2003/eadefaultguideupdate062303.html>

The Department of Education posted a new set of updates to the Cohort Default Rate Guide as of June 16. This site describes the changes that Default Management has made to the original version of the Cohort Default Rate Guide, published in August 2001. Note that updates to Cohort Default Rate Guide are reflected ONLY at this Web site: <http://ifap.ed.gov/drmaterials/changelog.html>.

APPROPRIATORS DECIDE NO FINANCIAL AID INCREASES IN FY2004; PELL MAXIMUM WOULD REMAIN AT CURRENT LEVEL

<http://www.NASFAA.org/publications/2003/gfy04approps062703.html>

House and Senate appropriators on June 25 and 26 (respectively) approved spending bills that would provide no increases in federal student aid programs for fiscal year 2004, which begins October 1. Under the levels approved in both bills the Pell Grant maximum would remain at the 2003 spending level of \$4,050. Lawmakers approved very slight increases for GEAR UP and TRIO, while FSEOG, Federal Work-Study, Perkins Loans, and LEAP were all funded at FY03 levels.

INTERESTING "STUFF" FOR YOU

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Has This Happened To You?

As reported by our official "News" Detective, Tanya White, ODU

I personally have had to deal with some students that were charged up to \$100 for them to file their FAFSA on-line on this bogus for profit site FAFSA.com. The students are really getting a raw deal. <http://www.NASFAA.org/publications/2003/awfafsacom061703.html>

SOME COLLEGE FINANCIAL AID WEB SITES CHARGE FOR SERVICES (NBC 10)
<http://www.NASFAA.org/publications/2003/awfafsacom061703.html>

"What's in a name? When it comes to a college financial aid web site, similar names are causing a lot of confusion," according to NBC 10 (Philadelphia, PA). The report addresses the confusion that families may face should they mistakenly enter the Web address FAFSA.com (a for-profit site) rather than ED's FAFSA.ed.gov.

Potential Interview Questions gathered by Laurie Radford

as reported on Finaid-L

Questions for a Student Financial Aid Advisor

1. Tell us what piqued your interest in this position?
2. What things in your present position give you a sense of accomplishment?
3. Tell us about a time when you became upset, frustrated, or impatient with a co-worker. What did you do?
4. What things do you do in your present position to establish and maintain good relations with co-workers and students?
5. Discuss how you provide customer service in your present position.
6. Tell us about a time when you were under a great deal of pressure. How did you deal with it?
7. Give an example of a complex assignment or project you have completed.
8. What challenges you most about your present position?
9. What are your strengths?
10. After reading the list of tasks involved in this position, which would you enjoy most? Which would you enjoy least?
11. Discuss the type of supervision that best motivates you.
12. What would you need from your co-workers to support your satisfaction with your job?
13. Why would you be a good choice to fill this position

Questions for graduate student counselor interviews

1. Why do you have an interest in working in the OSFA/OSS?
2. How do you handle high-stress and busy situations?
3. Do you enjoy working in a group setting?
4. How many years do you plan on being at WSU?
5. What is your counseling experience?
6. How do you handle difficult or emotional (angry, crying) clients?
7. How would you describe your ability to interpret regulation/rules?
8. Would you characterize yourself as a self-starter?
9. What motivates you?
10. Have you received financial aid before? What has been your experience with the financial aid office in general?

11. When would you be able to start working?
12. Best job ever and why?
13. Worst job ever and why?

Suggested Interview Questions for the Position of Financial Aid Counselor

1. What is your perception of students who seek financial aid to go to college?
2. Describe how you would deal with a student who:
 - a. Will not accept the answer you have given him/her.
 - b. Is at the front speaking in a loud voice and in a derogatory manner to the receptionist.
 - c. Wants to argue about their failure to meet Satisfactory Academic Progress standards.
 - d. Threatens physical harm if he/ she doesn't get what they want.
3. What prompted you to apply for this position?
4. Why do you want to work in an academic environment?
5. What do you think of "group hugs"?
6. What qualities do you bring to the position?
7. What factor "pulls" your chain?
8. What is your strongest positive qualification for the job?
9. What is one thing about you that you feel you need improvement?
10. Why should we hire you over the other applicants for the position? (I always ask this one as the closing question)

Laurie V. Radford, Director of Financial Aid, National College of Naturopathic Medicine

FUN "STUFF" FOR YOU

A POEM FOR COMPUTER USERS OVER 50

A Computer was something on TV; from a science fiction show of note
A Window was something you hated to clean; And Ram was the father of a goat.
Meg was the name of my girlfriend; And Gig was a job for the nights
Now they all mean different things; And that really Bytes.
An Application was for employment; A Program was a TV show
A Cursor used profanity; A Keyboard was a piano
A Memory was something that you lost with age; A CD was a bank account
And if you had a 3-inch floppy; you hoped nobody found out.
Compress was something you did to the garbage, not something you did to a file
And if you unzipped anything in public; you'd be in jail for a while.
Log On was adding wood to the fire; Hard Drive was a long trip on the road
A Mouse pad was where a mouse lived; and a Backup happened to your commode.
Cut's what you did with a pocket knife; Paste you did with glue
A Web was a spider's home; and a Virus was the flu.
I guess I'll stick to my pad and paper; And the Memory in my head.
I hear nobody's been killed in a Computer crash; but when it happens they wish they were dead.

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AWARENESS SUMMIT PLANNING BEGINS

The State Council of Higher Education for Virginia (SCHEV), VASFAA and the ECMC Foundation have partnered to sponsor an "Awareness Summit" to be held later this year.

The Awareness Summit is designed to bring together organizations that have an interest or stake in early awareness programs. One possible outcome of the Summit would be a statewide organization to coordinate and support early awareness activities in Virginia.

Representatives (including Angie Hawkins from Virginia Wesleyan College, 2003-2004 VASFAA Awareness Committee chair) from each sponsoring organization met at SCHEV on July 1 to begin planning for the Awareness Summit. At this meeting, tentative plans were made to hold the Summit on November 9-10 in Richmond, but the date and location is subject to change. Additional meetings are planned to finalize the agenda and guest list.

Look for additional information on the VASFAA listserv as it becomes available. In the meantime, if you have questions or would like to help with the Awareness Summit, please contact Mike Hawkes at mhawkes@ecmc.org.

SCHEV 2003-04 TUITION AND FEE REPORT AVAILABLE

Tuition Increases; Student Aid Cuts and More Traffic for Northern Virginia, Tidewater and Route 81. No one said that there would be "NEW" news or better news. Here's to a better outlook next year.

In the interim, there is a brand new report at the following link. It is a 38 page report on SCHEV's 2003-04 Tuition and Fee Report:

<http://filebox.vt.edu/chre/elps/EPI/Perspectives/03-04SCHEVTuition.pdf>

The Table of Contents is printed here for your review.

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SASFAA NEWS

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

Submitted by Brad Barnett, JMU

QUOTES OF INTEREST

Hard work is the accumulation of easy things you didn't do when you should have. -John C. Maxwell, *Developing the Leader Within You*

If you can't be kind, at least have the decency to be vague. -Unknown

Today is the first day of my new life...I won't forget yesterday, but the future looks bright... -Unknown



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