



# VASFAA Voice

Volume 1, Issue 1

Winter 2013

## Financial Aid's Role in Retention, Re-entry, and Reinvention: Part 1 by Mike O'Grady

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Thank you to all who contributed to this edition of the VASFAA Voice.

Every time we think our hat rack is full, we are presented with a new hat to wear. Very few offices on campuses might be juggling a gamut of issues including tax returns, divorces, pregnancies, campus crime, drug use, and food stamps. All these conversations are necessary, and do impact financial aid. What is difficult is that these communications are happening in an office that is balancing this with an onerous load of state, federal and institutional financial aid processes at the same time. Perhaps most worrisome is that simple mistakes, particularly if they become systemic, can lead to large financial compliance issues and concomitantly large

findings and fines.

Financial aid administrators have always worn a retention hat; they have always been the admissions office for needy sophomores, juniors and seniors. With the onslaught on the 5-year economic downturn, these numbers have increased dramatically, augmenting the workload for financial aid offices. With the introduction of "scorecards" and other benchmarking devices, this hat will be bigger than a size 7 ½.

### "D's and F's"

If more than half our students in our school weren't making satisfactory progress (SAP) our institution would be out of busi-

ness. Therefore it is alarming that over half of our higher education institutions received a D or an F in retention according to a study by Dr. Neal Raisman. Dr. Raisman studied 1669 colleges and universities and estimated that collectively 16.5 billion was wasted on poor retention. That is more than 10% of the total annual budget for financial aid in the United States.

"Where are we going to get the resources?" many ask when it comes to finding solutions to stop the student run-off. Well go ahead and tap your shoes together because university and colleges have significant resources to mitigate this

Continued page 4

## Scholarship Counseling Support by William Smith

Some students who receive one or more scholarships and grants have prepared for the financing of their college career, while more often others have not. The reasons behind the decision to sidestep important financial planning and forecasting are many, and it is vital for counselors to take considerable time to think

about these causes. The steps normally required to identify and to apply for scholarships and grants are rather straightforward, which indicates the probable causes behind this failure stem from a common source. This paper will seek to validate this contention and offer perspectives and practical ap-

proaches counselors and other school representatives may consider in their own institutions.

### Thank You for Your Support

Students are normally focused on learning, while dealing with social, family, and

Continued page 7

## Using Credit Smartly Can Mean Good Credit..And More By Biz Daniel

Credit is financial trustworthiness. It's an opportunity to build relationships with lenders that allows you to get the things you need, like loans for a car or a home, based on your promise to pay later. Therefore, establishing good credit ensures you're able to retain those important relationships, and can even offer additional perks, like lower interest rates, for future purchases.

### What is Good Credit vs. Bad Credit?

Each line of credit (e.g., a car loan, a house loan, student loans, a credit card) is factored into an individual's overall credit rating. The life of each line of credit is recorded over the amount of time it takes to pay off, and then rated to get an overall credit report.

Having a good credit report means that an individual is making the agreed-upon amount of payments on the agreed-upon date as necessary until the line of credit is paid-in-full. Alternately, bad credit means an individual has issues keeping up their end of the bargain; they may not pay the full minimum payments or not make required payments on time.

Credit reports are also used to generate a credit score; the number averaged from the three major credit bureaus that track an individual's credit rating. General credit score averages are:

- 350 (very bad)
- 650 (fair)
- 850 (good)

### How Does Credit Affect Me?

Credit ratings affect many aspects of life, not just whether an individual can obtain future loans. Credit ratings:

- May determine whether employers extend job offers. Some employers use credit to assess a person's character.
- Determine whether approval will be obtained on consumer loans (e.g., car loans),

and influences the interest rates and fees that are assessed. Good credit can mean lower interest rates on future lines of credit.

- May determine whether an individual can rent an apartment. Many landlords use credit to decide if an applicant is a good risk and may even reduce the security deposit if the applicant has good credit.
- May determine whether an individual is eligible for financial aid for student loans.
- Helps an individual receive lower insurance rates, since some insurance companies set premiums based on credit history.

### Credit Card Tips

Credit cards can be a great way to build and maintain good credit. However, they can also be one of the fastest ways to damage credit if not used properly. Here are some basic dos and don'ts for credit cards.

- Do use for extraordinary purchases (e.g., purchasing new furniture) like a temporary loan, but only if you can pay the amount of the purchase off within the billing cycle (usually 30 days).

**Why?** Credit cards include interest that builds on each purchase. If you charge large amounts to credit cards and can't pay it off right away, the amount of the purchase acquires interest that adds to the overall amount you have to pay back.

- Do keep balances at, or under 25 - 30% of your total limit, and never max out cards.

**Why?** Keeping a low, or no, balance on a credit card shows lenders that an individual is more capable of paying back the overall amount. Even if the balance is paid off after maxing a card, reaching the maximum amount allowed is bad for credit. It's a better idea to use two cards on which a lower, or no, balance can be maintained. That way, the risk of not being able to pay the full amount is decreased, and there's also the added benefit of keeping good standing on an additional card.

- Do keep a low balance, if any, but don't

necessarily cancel credit cards that are paid-in-full.

**Why?** If an individual has available credit in good standing, it can actually damage their credit score to remove that card, since it's basically removing credit options. It's a better idea to keep the card open and only use it when/if necessary.

### Why Maintaining Good Credit Matters

The good news is that bad credit can always be fixed, and maintained. Here are some of the best ways to achieve good credit.

- Always pay bills on time. Payment history is the most important factor in credit ratings.
- Keep low balances on credit cards.
- Know your credit rating; companies that record credit submit individuals' credit history to the three main bureaus (Equifax, Experian, and TransUnion), but they can make mistakes. Individuals can pay to obtain reports through these bureaus or visit <https://www.annualcreditreport.com> for a free report once every 12 months; additional inquiries require payment.
- Avoid too many credit inquiries in a short period (e.g., inquiries of credit report for taking out loans for cars, homes, personal reasons, credit cards, etc.). Too many inquiries can indicate an individual is looking for multiple lines of credit, and may be too much of a risk for a lender.
- Protect finances! Keep financial records in order and always watch for fraud and scams.

*Biz Daniel is a Senior Marketing Associate with Great Lakes, serving schools in North Carolina, South Carolina, Virginia, Maryland, Delaware, and Washington, D.C. You can reach Biz at (877) 299-8775, or by email at [edaniel@glhec.org](mailto:edaniel@glhec.org). Additional information about Great Lakes can be found online at [w.mygreatlakes.org/web/FAP](http://w.mygreatlakes.org/web/FAP)*

## A message from the President (From the VASFAA website)

I cannot believe that it is already October and that Christmas is only a few short months away. Time sure flies when you are having fun in Financial Aid! I am sure that the past few months have been tiring in your offices working with incoming students as well as preparing and submitting SCHEV and FISAP. I know that I am finding myself barely keeping my head above water most days. I encourage all of you to continue to “Press On” during these difficult and trying times. An unknown author stated the following about perseverance:

*“When things go wrong as they sometimes will; when the road you’re trudging seems all uphill; when the funds are low, and the debts are high and you want to smile, but have to sigh; when care is pressing you down a bit—rest if you must, but do not quit. Success is failure turned inside out; the silver tint of the clouds of doubt; and you can never tell how close you are it may be near when it seems so far’ so stick to the fight when you’re hardest hit—it’s when things go wrong that you must not quit”.*

Moving forward, I wanted to provide an update as to what VASFAA has been involved in since my last update as well as a few important events that are coming up that I would encourage each of you to participate in.

Last Friday, I had the privilege of hosting the annual VASFAA Fall Non-Conference Workshop at my host school, Liberty University. We had a total of 123 attendees and were able to hear from a distinguished panel of speakers that included: Lee Andes from SCHEV, Karen McCarthy from NASFAA, Becky Robinson from Virginia529 and Beth Robinson from Virginia529. I trust that the presentations were helpful and that you were able to network with other financial aid professionals. The VASFAA Executive Board also met during the workshop and went over various updates and goals that each member has for the remainder of the year.

During the month of November, there are two major college access events taking place. First, is College Nights in Virginia during November 1<sup>st</sup>-15<sup>th</sup>. This event is sponsored annually by ECMC and helps students understand why college is important, choosing the right college, paying for college and how to participate in scholarship searches and common scams. The second event is Virginia College Application week that takes place November 18<sup>th</sup>-22<sup>nd</sup>. This event is part of the IamtheOne campaign and focuses on increasing the number of first-generation and low-income students pursuing a college degree. This event provides students with hands-on assistance and many colleges offer application fee waivers. Please visit <http://www.vasfaa.com/Default.aspx?pagelid=1680526> to receive more information on these upcoming events.

Lastly, Super FAFSA Week (formerly Super Saturday) will be taking place February 1<sup>st</sup>-8<sup>th</sup>. The Site Host Application is now available as well as the Site Coordinator Manual for interested. The Site Host Application must be submitted **no later than Friday, November 1<sup>st</sup>**. Please visit <http://www.vasfaa.com/super> for more information.

Keep Pressing On!

*Ashley Ann Reich*

VASFAA President 2013-2014

## Retention, Re-entry, Re-invention continued from front

challenge.

According to Raisman, the average private school loses just over 8 million dollars per year on poorly executed retention, and the average public school loses just above 13 million dollars per year. Therefore even the smallest successes would pay for themselves quickly. A greater graduation rate would also have a positive impact on an institution's student loan default rate—another metric increasingly coming under the microscope.

### Diverse Challenges-Diverse Demographic-Diverse Solutions

I recently presented aspects of this topic at a financial aid conference and asked the audience to break into groups and come up with things they would love to get off their plates—one personal and one in the financial aid offices. On the personal level, I heard “housework”, “cooking”, and “cutting the lawn”, among other things. Professional, the financial aid administrators

said verification, phone calls, and SAP. While perhaps no one can clean your house like you do, cook like you, or cut the lawn like you, sometimes it makes sense to get some help. Likewise, sometimes it would make sense to restructure your office to enhance the customer experience, and that might mean building something like a “one stop shop” and or seeking plate partners.” That is a partnership that can take something off your plate. As we work to recruit and retain a more diverse demographic, and more shifting from people working processes to people working people makes sense.

### Myth: Financial Aid is one of the Biggest Reasons Student Drop Out

Surprisingly, according to Raisman, the top stated reasons for students dropping and stopping out are 1) College doesn't care; 2) Poor service or treatment; 3) Not worth it; 4) Schedule conflicts. In short, retention is largely a customer service issue.

Raisman also states that, on average, schools spend approximately \$5460 to recruit a student. That money is obviously wasted when resources are not equally focused on the student experience and the student success that could come with it. Worse yet, a university then needs to re-spend that money to fill that vacant seat, loses money on meals and dorms, plus will never receive a dollar from a potential alum.

Secretary Duncan recently said that higher education is like a ladder that can help the middleclass and others achieve the livelihood and quality of life they expect. Financial aid, in many respects, is the rungs on that ladder. However, customer service dictates the distance between the rungs and perhaps they are a little too far apart.

*Mike O'Grady is founder of Higher Education Resource Executives. He is also the Focus committee Chair for VASFAA and the Global Issues Committee Chair for SASFAA*

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## Spotlight on: Non-Conference Committee by Katie Garlow

On Friday, October 4th, Liberty University hosted the annual VASFAA Fall Non-Conference Workshop. A total of 123 VASFAA members attended and were able to hear from a distinguished panel of speakers that included Lee Andes from SCHEV, Karen McCarthy from NASFAA, Beth Miller and Becky Robinson from Virginia529.

The SCHEV session provided updates on the Tuition Assistance Grant, Virginia Student Financial Assistance Program, and Two Year College Transfer Grant as well as an overview of unfunded scholarships and tuition and fee revenue used for financial aid. Although Greg Martin, US Department of Education, was unable to be with us due to the shutdown, Karen McCarthy presented a federal update session. McCarthy spoke about the political climate in Washington and provided a federal budget update. She also spoke about

Obama's College Affordability Plan, reauthorization, and negotiated rule making. Next, Beth Miller and Becky Robinson presented a session on Virginia529 College Savings Plans. The session focused on various investment options, tax advantages, and program flexibility. The final session was also presented by Karen McCarthy and covered the 150% direct subsidized loan limit. This session provided an excellent overview of the new limit on subsidized loan eligibility.

If you were unable to attend the Workshop or if you would like to review the Workshop materials, you can view them at <http://vasfaa.org/Default.aspx?pageId=1683751>.

Highly effective leaders share many common skills: they are competent, passionate, and trustworthy. At their core, effective leaders are also lifelong learners. Continuous learning is a habit of remarkable leaders. These leaders know that they must continue to grow themselves to meet the needs of the situations and the people they are leading. As financial aid

administrators, we play a key role in helping students reach their educational goals. We also have the privilege to encourage and strengthen each other, especially during the busy seasons and in spite of changing rules and regulations. It is the goal of the Non-Conference Training Committee to provide relevant and meaningful training sessions to encourage and strengthen attendees. I trust that the presentations were helpful and that you were able to network with other financial aid professionals.

The Non-Conference Training Committee works hard to provide VASFAA members with relevant training sessions. To reach this goal, the Committee relies on members who are willing to share their expertise. The Non-Conference Training Committee is currently planning the Spring Workshop. If you have a session idea or if you would be willing to volunteer to present, please email Katie Garlow ([kgarlow@liberty.edu](mailto:kgarlow@liberty.edu)).

## Finding a Voice: VASFAA Leadership by Heather Hollandsworth

We all know that as Financial Aid professionals, we tend to lead busy, stressful lives with very little downtime. Most folks will probably say, I cannot do one more thing! However, look at what you may miss out on by not becoming involved. I encourage all VASFAA members to volunteer for VASFAA Leadership! Some of the most rewarding experiences I have had in VASFAA were while I was involved in VASFAA Leadership. I was the first person to say, "I can't do this. There is too

much time involved. I wouldn't know what to do." However, accepting a role as Treasurer-Elect and eventually moving to President-Elect was something I will never regret. Yes, it's a challenge. Yes, it takes time. Barring those things, you get to be part of the process for the strong membership of VASFAA. You have a voice in what happens within the association, whether it be training, bylaws, policies and procedures, or recognizing the wonderful folks who make up such a wonderful

association.

I have personally made lifelong friends and been able to meet and fellowship with people I may never have known before. I am amazed at the knowledge and strength of the members of VASFAA each time I am able to speak to members. I encourage anyone who is interested or maybe is skeptical about volunteering to give it a try. You won't regret it! If you just need to talk to someone about volunteering,

# Virginia makes Going to College as easy as 1 - 2 - 3!



From finding the best fit, to meeting application deadlines, to figuring out how to pay for it all, the college process can be daunting and intimidating. We are offering a series of collaborative events and providing resources to help guide Virginia students and families through this process. See details below and mark your calendars!

## 1 College Nights in Virginia November 1 - 15, 2013

**ECMC** (Educational Credit Management Corporation) has organized **College Nights in Virginia** every year since 2007. Participating locations across the Commonwealth provide opportunities for students and families to learn about planning and paying for college. A variety of postsecondary topics are covered, including: 1) why college is important; 2) choosing the right college; 3) paying for college; and 4) scholarship searches and scams. Attendees also have a chance to enter to win one of four \$500 scholarships at each location. For more information, visit [www.collegenights.org](http://www.collegenights.org).

## 2 Virginia College Application Week November 18 - 22, 2013



**College Application Week** is part of a national initiative designed to increase the number of first-generation and low-income students pursuing a college degree or other higher education credential. Participating students are encouraged to submit at least one college application during the Week. In Virginia, the Secretary of Education's office, State Council of Higher Education for Virginia (SCHEV), and the Council of

Independent Colleges in Virginia (CICV) are joining with counselors and volunteers, at select high schools across the state, to coordinate a Week that provides hands-on college application assistance and resources, including application fee waivers and informational materials. For more information, contact [iamtheoneva@gmail.com](mailto:iamtheoneva@gmail.com).

## 3 Super FAFSA Week February 1 - 8, 2014



**Super FAFSA Week** (formerly Super Saturday) is a service project offered by the Virginia Association of Student Financial Aid Administrators (VASFAA) where individuals seeking funding for postsecondary education can receive **FREE, one-on-one** assistance in completing the federal financial aid form, the Free Application for Federal Student Aid (FAFSA). The FAFSA is the form used by colleges, universities, and career-technical schools across the country to determine eligibility for federal financial aid. For more information about attending or hosting, visit [www.vasfaa.com](http://www.vasfaa.com).



## Scholarship Support Continued from front page

other issues, like paying for college. This can become very demanding and the thought of “possibly” getting scholarships seems ‘extra’ or not a priority for many students. These students need support! That is the main source of the causes behind student failure in earning scholarships and grants: support. If we consider the various backgrounds of our students, we can imagine the challenges many may experience gaining the extra support needed to plan for financing college.

### Build Support Resources

Students come from 1 of 3 main support systems, with regard to planning for financing college: proactive, reactive, and limited support systems. Proactive support systems involve a parent or guardian actively involved in discussions with their student concerning options for financing college. Reactive support systems describe parents or guardians that passively involve themselves in the financial planning of the student or act mostly on general opportunities. Limited support systems may involve extended family, friends, government, and other non-kin relations to the student, which engage in planning to varying degrees, with less from individuals and more from government agencies. These are generalizations for the purposes of this paper.

Counselors equipped with this outlook on their student population can better assist with guiding students and parents to the best resources and offer simple and practical search tips. For example, since we will plan more for assisting the students from limited support systems, we can be sure our institutional resources are applicable and useful for students from all 3 support systems.

### Support System Qualities

When designing support resources, be sure to keep them relevant (related mostly to scholarships), up-to-date (check links every week), simple (bullet

points, hyperlinks), easy to use (i.e. MS Excel Spreadsheet, e-mail). These attributes help to catch the attention of students, keep them updated, require minimal thought, and encourage repeat use. The last benefit may be put into action by sending scholarship e-mail blasts to students regularly using their university e-mail address in contact lists.

### Learn From the Best: Target Approach

Some students receive nothing except scholarships and grants throughout college! This is remarkable when the award package consists of 3 or more scholarships from sources external to the institution. Seek to learn from these students and ask the approach they used to become successful. Often students follow a simple ‘target’ approach to earning scholarships: Begin searching within high school guidance office, branch out to local place of worship, on to local city or county government, on to local community organizations, local chamber of commerce, then out to state higher education agencies, and finally to private organizations offering opportunities nationally. The key related to this approach is that local sources will have far fewer applicants (less competition) than national sources and students do not limit their outlook.

### Involve Other Departments

Support is even greater when it extends to more areas of the institution, with regard to scholarships and grants. Counselors able to reach out to other student services offices, such as Student Accounts and Support Services, as well as major departments, may create a simple support network. This network could be as simple as you (Counselor) contacting the Engineering department to inform of a national scholarship opportunity, or the same department contacting you to see if any such scholarship opportunities

may be available for students, or to inform of opportunities.

### Mailing Lists

When organizations like FastWeb inform students and institutions about scholarships and grants, they do so via e-mail. This is very convenient and effective, since while Counselors are working, or even away from work in the evening, they are receiving up-to-date notices from (FastWeb and others), which they may pass on to students and departments. Many other scholarship organizations provide such service Scholarship Counseling via mailing lists. Investigate these and become members of reputable organizations, in order to provide these resources to students, parents, and other departments.

### Conclusion

Our students come from a variety of backgrounds and many may not have the support needed to search and earn scholarships and grants. Many may not have the support needed to gain an understanding of the importance of financing college. With this in mind, we as counselors must gear our efforts to providing great support for our students that is up-to-date, relevant, simple, and easy to use. We must take heed from successful scholarship recipients and request their input.

In this new technology age, many of our students are attached to electronic communications. As such we must reach out to them accordingly with well-designed and informative resources via e-mail on a regular basis: make sure they are surrounded by scholarship and grant support. We must extend support throughout the institution by combing efforts with other offices and departments. We can demonstrate to our students that they can be successful with scholarships and grants, and we are here to assist and encourage them.

**WANTED ALIVE! Four enterprising financial aid professionals  
Who are willing to work for the best interests of their professional association and  
Run for the offices of President-Elect and/or Treasurer-Elect.**

**By Margaret Murphy**

Heather Hollandsworth addresses in her article the why of volunteering to serve in this capacity. You definitely receive more than you give in this process! I wanted to share a bit of the nuts and bolts. What does it take to do these jobs? Let's break it down:

Both positions require the successful candidate to be present at all Board meetings (Transition, Fall, Winter and Spring). Travel, lodging and meal expenses for Transition, Fall and Winter meetings are full covered. Only lodging and meals are covered for the day(s) of the Board meeting which precedes annual conference. Travel to and from conference as well as meals and lodging associated with conference are not covered.

**Treasurer-Elect** – think Treasurer on training wheels -- is responsible for receiving and depositing of monies received by the association. The Treasurer-Elect prepares the deposit slips and delivers the deposit to the nearest branch. The payments for membership, conference, charity fund raising, etc. are systematically tallied and entered into the online bookkeeping system (Quicken). The Treasurer-Elect also notes in the administrative side of the VASFAA website the payment of dues, fees, etc. so the system reflects payments accurately. As a member of the Board, Treasurer-Elect serves as the Commissioner for Budget & Finance Committee, including the New Century Fund and Sue D.

Ross Fund. Following a year as Treasurer-Elect, this person would move into the position of Treasurer.

The Treasurer is responsible for paying the bills of the association and reconciling the accounts. He or she maintains the checking and investment account records for the association with the assistance of the Funds Manager for investments. This position is responsible for coordinating the audit with the association's independent auditor and filing of the necessary federal filings.

While it is hoped this will be a two-year commitment to VASFAA to cover both Treasurer-Elect and Treasurer, there have been instances where life makes changes. The President can designate someone to act in either the Treasurer-

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## Wanted Alive continued from previous page

Elect's or Treasurer's place pending an election at the annual conference.

Similarly, the **President-Elect** is making a three-year commitment to serve: The first year as President-Elect, second year as President, and a final year as Past-President. During the first year as President-Elect, the successful candidate:

- Serves as Commissioner of the:
  - Site Selection Committee which is working on selecting the site for the next academic year's annual conference
  - Strategic Planning & Assessment Committee which is assessing the association's activities as to our current plan and suggesting revisions to activities and/or the plan moving forward.
  - Sector Committee which works to keep an active voice in the association from members of all types of institutions.
- Plans for the next year as President, selecting
  - Theme
  - Goals
  - Committee Chairs
  - Transition retreat (site and plans arranged by President-Elect and Site Selection)
- Attends NASFAA Leadership Symposium (travel expenses covered)
- Attends SASFAA State Presidents-Elect meeting

- (travel expenses are covered).
- May be called upon to represent the President at functions the President is unable to attend.
- During the second year, the President:
  - Calls and conducts all Board meetings
  - Represents VASFAA
    - on the SASFAA Board by attending all meetings
    - on Education Roundtable or other federal groups
    - attends SASFAA annual conference (expenses covered)
    - attends NASFAA annual conference (expenses covered)
  - Assists other Board members and committee chairs as needed.
- During the third and final year, the Past President:
  - Assists in transition to new Board
  - Attends all Board meetings
  - Serves as Commissioner of the
    - Awards Committee – seeking nominations from membership for annual awards
    - Nominations Committee – seeking nominations for the positions which will open on the Board for the next election
    - Bylaws Committee -- overseeing process of suggesting and updating association bylaws.

A Commissioner acts as a liaison between the Board and the Committee, presenting reports to the Board on the actions of the Committee.

Detailed information on these positions is available in the VASFAA Policies and Procedures online.

Contact me or any member of the current Board to let us know of your interest in running for one of these positions. Your name will be presented to the Board for approval before you may commence any campaigning for your position. If you wish to nominate someone, please check with that person first to confirm their willingness to serve.

Thank you to those four individuals who have agreed to have their names presented to the Board for the Representative at Large positions.

As a past Treasurer-Elect, Treasurer, President-Elect, President and now Past President, I have greatly valued my time on the VASFAA Board. Please step up to serve your fellow professionals. You will not regret your service!

*Margaret Murphy is serving as Past President for 2013-2014 and is the Director of Financial Aid at Eastern Virginia Medical School.*

## Leadership cont'd from pg 5

grab any member of a committee or a member of the board and they will tell you how rewarding volunteerism is in our association. You can always call me at (540) 365-4282 or email [hhollandsworth@ferrum.edu](mailto:hhollandsworth@ferrum.edu) and I will be happy to tell you of my positive experiences and how I have grown as a person and a professional thanks to VASFAA!

*Heather Hollandsworth served as President in 2010-2011 and is currently Director of Financial Aid at Ferrum College.*

## Why Be A VASFAA VOLUNTEER?

Volunteering for VASFAA is not just about serving your state association – although that is key. Being a volunteer to the association gives you access to more resources than ever before:

- Education on ever-changing regulations,
- Having a mentor,
- Being a mentor,
- Expanding contacts and making new friends,
- Therapy for those difficult times, and
- Above all, helping yourself and others better serve our students across Virginia

***CAUTION: Volunteering can be addictive and sometimes just plain fun!***

It's not too late to join in and help out on a committee. Awareness with its Super FAFSA Week event, conference committee and others are always looking for willing helpers and fresh ideas. Please complete the volunteer form online at [www.vasfaa.org](http://www.vasfaa.org), **or complete the form on the reverse and scan and email to me at [murphyml@evms.edu](mailto:murphyml@evms.edu)**. Don't know about the committees? Read more about the com-

mittees on [www.vasfaa.org](http://www.vasfaa.org) under "About VASFAA" or speak to a member of the Executive Board!

Remember you need to be a current member in order to serve on a committee.

Thanks for being a volunteer!

Sincerely,

Margaret L. Murphy  
 President Elect 2011-2012  
 President 2012-2013  
 Past-President 2013-2014  
[murphyml@evms.edu](mailto:murphyml@evms.edu)



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### VASFAA 2013-2014 Volunteer Form

VASFAA is a volunteer organization. Membership on a committee benefits your colleagues, students and parents, as well as providing an opportunity for personal and professional development. Did you know that many committee and Board responsibilities, including meetings, can be handled from your own desk? If not, your mileage, lodging and meal expenses to travel to committee or Board meetings (other than annual conference) are provided by VASFAA.

If you have further questions regarding the activities and duties of a specific committee, please feel free to contact the current Committee Chair or a member of the Executive Board.

Please Note: YOU MUST BE A CURRENT MEMBER OF VASFAA TO SERVE ON A COMMITTEE. If you are not a current member please complete a membership application.

Name: \_\_\_\_\_

Email & Phone: \_\_\_\_\_

Institution: \_\_\_\_\_

Title: \_\_\_\_\_

Is this the first time you have volunteered for VASFAA? \_\_\_\_\_

If No, what committee(s) did you serve previously? \_\_\_\_\_

First Committee Choice \_\_\_\_\_

Second Committee Choice \_\_\_\_\_

Third Committee Choice \_\_\_\_\_

Archives  
 Awards  
 Awareness  
 Budget & Finance  
 Bylaws  
 Conference  
 Development

Electronic Services  
 FOCUS  
 Government Relations  
 Membership  
 New Century Fund President's Council  
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## College Nights in Virginia a great SUCCESS!!! By Paula Crow

The events were held at 27 locations around Virginia from November 1 – 15, 2013. Each site invites students (seniors, juniors, freshmen and sophomores) and parents to attend to hear a presentation on college planning: the importance of going to college, the admissions process, the financial aid process and scholarship searches and scams. ECMC sponsors pizza and refreshments, along with four \$500 scholarships awarded in a random drawing at each site. We are still getting the attendance figures in but we're hearing that many of the sites attendance was in the 200 – 500 range! Great news!



**T.C. Williams Registration Table**



**Buckingham**



**Warrick Registration Table**



**Harrisonburg Pizza**

## Coming Events

### Schedule of Events

\* February 1—8 Super FAFSA Week

## February 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

## Save the Date for the VASFAA 2014 Conference!!

I hope you are having a great Fall semester! Even though the conference registration and hotel reservations are not open yet, we wanted to share some information to assist you in your planning.

#### Date:

- · New Aid Officers Workshop: May 18<sup>th</sup>
- · Conference: May 19 – 21<sup>st</sup>

#### Hotel and rate:

- · Omni Hotel in Richmond, VA
- · \$135/night plus state and local taxes (currently 13%)
- · Complimentary hi-speed wireless internet in guest rooms.

#### Conference Registration fee:

- · Full Conference: \$210
- · Day Rate: \$150

#### Parking:

- · Overnight guest Valet parking \$15/night with unlimited in and out privileges

If you have any questions, please let me know.

*Keep Pressing On!*

**Shaune Gregg**

2014 VASFAA Conference Chair

[tlgregg@bryantstratton.edu](mailto:tlgregg@bryantstratton.edu)

## VASFAA VOICE

Article submissions and questions, should be directed to the editor:

Keshia.woodous@hamptonu.edu  
757-728-4862

### VOLUNTEERS NEEDED!!!

If you are interested in being apart of the Newsletter Committee, it is not too late!! Contact me immediately!

Helping Students Reach Their Educational Goals

Visit us on the web  
[www.vasfaa.org](http://www.vasfaa.org)

## THE VASFAA BLOG IS COMING!!

Stay Tuned for More Information!!

## Congratulations to: EVMS

### FedLoan Servicing's At-Risk Delinquency Resolution Contest

Beginning in May 2013, FedLoan Servicing held an At-Risk Delinquency Resolution Contest for schools. Participating schools were provided with a listing of delinquent borrowers, serviced by FedLoan Servicing, who would impact their 2011 or 2012 Cohort Default Rate, if their delinquency was not resolved. The contest ended on August 28, 2013. Here are some highlights:

- 350 Schools Participated (7 Virginia schools)
- 7,356 Cured Delinquencies (249 from Virginia schools)

Congratulations to all participating schools in the winning region – **WASFAA!** Schools within the Western region cured 31% of their loan delinquencies.

FedLoan Servicing extends a special **thank you** to all participating schools for the assistance provided to your alumni! Winning schools were provided a customized poster, congratulatory letter, and the option to participate in our FedLoan Servicing FiveStar Training webinar on default prevention or a spotlight in an upcoming FedLoan Servicing Quarterly Bulletin.

Congratulations to the winners!!!!



Tiers	Winning School	Sector	% of cures
<b>NATIONAL WINNERS</b>			
< 50 borrowers	Bryan College (CA) Plaza College (NY)	Proprietary	100%
51 – 250 borrowers	Howard Community College (MD)	Public	53%
> 250 borrowers	Herzing University (WI)	Proprietary	37%
<b>PUBLIC SECTOR WINNERS</b>			
< 50 borrowers	City College of Chicago (IL)	Public	80%
51 – 250 borrowers	Howard Community College (MD)	Public	53%
> 250 borrowers	University of North Texas (TX)	Public	31%
<b>PRIVATE SECTOR WINNERS</b>			
< 50 borrowers	Resurrection University (IL) Sharon Regional Health System (PA)	Private	100%
51 – 250 borrowers	Robert Morris University (IL)	Private	45%
> 250 borrowers	Keiser University (FL)	Private	29%
<b>PROPRIETARY SECTOR WINNERS</b>			
< 50 borrowers	Bryan College (CA) Plaza College (NY)	Proprietary	100%
51 – 250 borrowers	Vista College (TX)	Proprietary	43%
> 250 borrowers	Herzing University (WI)	Proprietary	37%
<b>GRADUATE AND PROFESSIONAL SECTOR WINNERS</b>			
< 50 borrowers	Assemblies of God Theological Seminary (MO) Eastern Virginia Medical School (VA)	Graduate	100%