Dear PASFAA Member,

Happy Spring! Here we are once again at that time of year when there just are not enough hours in the day (it seems in financial aid that this has become the common feeling throughout the entire year and not just spring anymore). But none the less, we are busy churning out award notices for next year, talking with prospective students and their parents, giving hope and encouragement to returning students, doing the necessary internal institutional housekeeping and going home exhausted.

In addition to these normal activities, your PASFAA Council and Committees have been very busy. The Conference Committee is hard at work planning an exciting and stimulating conference at the Pocono Manor; the Membership and Elections Committee is making plans for the upcoming nomination and election process having just completed the work of updating the annual membership directory; the Government Relations Committee is busy responding to federal and state initiatives and keeping us aware of important regulatory issues; and the Professional Standards and Training Committee is busy planning for next year’s High School Guidance Counselor Workshops, and developing new and exciting projects for the next few months.

As President I have been personally involved with two exciting ventures during the past few months. The first is the development of an agreement with the Office of Vocational Rehabilitation which will provide for the fair and equitable treatment of all OVR client/students regardless of the type of institution the student decides to attend. Some of you are aware of these proposed changes and have been asked to participate in an impact study. Thank you for your cooperation. As soon as Council and OVR have had the opportunity to finalize the agreement, we will publish it in the newsletter. The second is the involvement of PASFAA in an early awareness project called Project Starttrack, sponsored by the Pennsylvania Association and Colleges and Universities. Gordon McK. Bateman, Director of Financial Aid at Elizabethtown College, has been very instrumental in the development of the program. The Project is comprised of three separate workshops: the student workshop, the parent workshop, and the school personnel workshop. Each is presented by a two-person team made up of one financial aid officer and one admission counselor. The school districts can choose to offer any one of the workshops or any combination of workshops.

By the time you read this newsletter (or shortly thereafter), you will have had another two opportunities to become involved in the work of your Association: volunteering to serve on the PAATP Planning and Development Committee and volunteering to participate in Startrack. In addition, I am sure the Conference Committee, as usual, is looking for volunteers to be presenters or introducers at the annual Conference and soon we will be requesting nominations for PASFAA Officers for the 1990-91 year. Become involved; make your Association better.

Sincerely,

Rachael L. Lohman
President

22nd Annual Conference
The Pocono Manor Inn & Conference Center, Pocono Manor, Pa. October 7-10, 1990

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1989-90 PASFAA EXECUTIVE COUNCIL

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**Editor Excerpts**

- The Newsletter publishes financial aid position openings free-of-charge and accepts signed letters to the editor.
- Lenders speak up! We need more articles for the Lender Language section of the Newsletter. Please contribute whatever you feel is newsworthy.
- We are expanding the dates to remember section on the back cover of the Newsletter. Please send events and dates to the Editor well in advance of the event.
- Position changes/personal notes: We will publish position changes and personal notes as space permits in each Newsletter.

**PUBLICATION SCHEDULE**

Editions of the PASFAA newsletter are scheduled for December, February, April, June and September. Articles, editorials, positions available, or other contributions must be submitted in the month prior to publication. Please submit materials or questions to:

John McKeown
PASFAA Newsletter
Kutztown University
Kutztown, Pennsylvania 19530
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Subscription to the PASFAA Newsletter is included in the Membership fee. Contact Milosh Mamula, Allegheny College, for information on PASFAA Membership.

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Helen Nunn, Susquehanna College

Georgia Prell, East Stroudsburg University

**MOVING OR CHANGING POSITION?**

PASFAA membership belongs to the individual and not your institution. Please be sure to provide PASFAA with change of address or changes in title. Please review your entry in the Membership Directory and submit any necessary changes to Georgia Prell, Financial Aid Office, East Stroudsburg University, East Stroudsburg, Pa. 18301 where the membership list is maintained.

---

1989-90 PASFAA COMMITTEES

**Committee**

Government Relations
Membership and Elections
Professional Standards and Training
Public and Professional Information
1990 Conference

**Chairperson**

William Burke
Milosh Mamula
Mary Andrews Miller
John McKeown
Sharon Shurow
PAATP UPDATE NEWS!

submitted by PHEAA/PAATP Staff

ANNOUNCING: SUMMER INSTITUTES/SEMINAR

The Ninth Annual Summer Institute for New Financial Aid Administrators
June 17-22, 1990

PAATP will hold its Ninth Annual Summer Institute for New Financial Aid Administrators on the campus of Dickinson College in Carlisle, Pennsylvania, June 17-22, 1990. The Summer Institute is designed for financial aid administrators with 2 years or less experience. The Institute provides a detailed exposure to student financial aid theory, regulations, policies, and procedures, including hands-on case studies. The $420.00 per person registration fee includes room, board, and all instructional materials. Brochures and pre-registration materials will be mailed in late March. Be sure to watch your mail and register early! Space is limited.

The Fifth Annual Summer Institute for New Student Loan Administrators
June 17-20, 1990

PAATP will hold its Fifth Annual Summer Institute for New Student Loan Administrators on the campus of Dickinson College in Carlisle, Pennsylvania. The Summer Institute is designed for student loan administrators with 2 years or less experience. It focuses on the administration of student loan programs (Stafford/SLS/PLUS). Instruction includes hands-on case studies. The registration fee, $250.00 per person, includes room, board, and all instructional materials. Brochures and pre-registration materials will be mailed in late March. Watch your mail and reserve your place for the Fifth Annual Summer Institute for New Student Loan Administrators early!

1990 Intermediate Training Seminar for Financial Aid Administrators
June 11-13, 1990

Introducing the new 1990 Intermediate Training Seminar for Financial Aid Administrators. This offering is designed to provide training opportunities for financial aid administrators with at least 3 to 5 years of experience. The Seminar will be held on the campus of Dickinson College, June 11-13, 1990. The cost per participant will be $150.00. Brochures and pre-registration materials will be mailed early in March. Watch your mailboxes and register early!

PARTICIPATE IN PAATP

submitted by Mary Andrews Miller,
PASFAA President-Elect

Recently, active members of PASFAA received a mailing encouraging participation in the training activities provided to the financial aid community in Pennsylvania through the Pennsylvania Aid Administrators Training Program (PAATP).

A goal of PAATP is to meet the training needs of all Pennsylvania aid personnel by presenting workshops and seminars throughout the Commonwealth. To achieve this goal, we need aid personnel to serve in the capacity of advisory committee members and faculty members.

The advisory committee prepares the curriculum and develops a syllabus for an individual workshop series, and assists the faculty in preparing for the program. Faculty members are responsible for the presentation of the materials developed by the advisory committee. There is a faculty orientation prior to the actual workshop series. Some of the various workshops and seminars that PAATP sponsors are the Stafford Loan series, the Support Staff Workshops, the Proprietary/Nursing workshops, the Professional Development Seminars, and the Summer Institutes for Financial Aid Officers, Lenders, and Intermediate Financial Aid personnel.

For those of you who have previously supported the PAATP training efforts by serving as a member of an advisory committee and/or faculty member, we look forward to your continued support. Your expertise has been invaluable to the training efforts in Pennsylvania.

We would welcome new applicants to join us in making the training program in Pennsylvania even more successful.

PASFAA '90 CONFERENCE

THE POCONO MANOR INN & CONFERENCE CENTER
POCONO MANOR, PA
OCTOBER 7-OCTOBER 10, 1990

submitted by Sharon Shrow,
1990 Conference Chair

The 1990 PASFAA Conference Committee has developed an exciting, informative conference for PASFAA members. Many of the ideas you suggested have been incorporated into the agenda. In addition to concurrent sessions, a general session on reauthorization is being planned.

When contacted to either present or introduce a session, please say "YES!" The spirit of enthusiasm and support is what makes your conference successful!
1990 HOTLINE

submitted by Mary Frances Woodall,
Elizabethtown College
1990 Hotline Coordinator

The fifth annual PASFAA Financial Aid Hotline was held during the week of January 22-26, 1990. PNC Education Loan Center hosted the Pittsburgh site, PHEAA hosted the Harrisburg site, and Thomas Jefferson University hosted the Philadelphia site. Over 2,100 calls were received at the three sites during the week. Nearly 100 PASFAA members were involved with the success of this very worthwhile service project.

Many thanks are extended to Bonnie Behm (the Philadelphia site coordinator and hostess), Madelyn Dudzik (the Harrisburg site coordinator), Michelle Keyser of PHEAA (the Harrisburg site hostess), Paul Zimmerman (the Pittsburgh site coordinator and next year’s state coordinator), and Laurie Madson of PNC Education Loan Center (the Pittsburgh site hostess). In addition to these individuals, who were responsible for the smooth operation of their respective sites, many thanks are also extended to the 86 PASFAA members (listed elsewhere in this newsletter) who manned the phones and the 16 PASFAA members who contacted their mayors regarding Financial Aid Awareness Month. Governor Casey and 11 of the 16 mayors signed proclamations and, in many cases, had photo sessions with PASFAA members. The mayors of Allentown, Harrisburg, Johnstown, Philadelphia, Pittsburgh, Reading, Scranton, Sharon, Wilkes-Barre, Williamsport, and York were contacted by Judy Neyhart, Mary Frances Woodall, Pat Loughran, Bonnie Behm, Betty Davis, Sheila Angst, Bill Burke, George Gerhart, Rachael Lohman, Juliann Powlak, and Calvin Williams respectively. Thanks are also extended to those who tried but were unable to solicit proclamations from their mayors.

The Hotline is a project that also demands financial support. Financial backing was received by the PNC Education Loan Center and also from the following affiliates of PNC: The Hershey Bank, Marine Bank, Northeastern Bank of Pennsylvania, Pittsburgh National Bank, and Provident National Bank. As a result of paid advertising in the Philadelphia area (for the first time) provided by Provident, the number of calls in Philadelphia increased this year. Sally Whiteman of Provident played a major role in this change.

It goes without saying that for the Hotline to be a success, we need financial and people support. While working on the Hotline for 1990, I became well-aware that we had what we needed and as a result, we had another successful Hotline.


Photo by Paul Zimmerman, Carnegie-Mellon University

HOTLINE HODGE PODGE

submitted by Mary Frances Woodall

The host(ess) at each site was available each evening to see that meals were provided for the volunteers and to get the volunteers started on the phones. Each site had its own method of handling calls and the host(ess) was instrumental in helping the volunteers get acclimated to their task.

Michelle Keyser of PHEAA’s public relations office coordinated all the printing and mailing of materials (letters, fact sheets, and posters) to: The General Assembly/Congressional Delegation (277), Guidance Counselors (1,000), High School Superintendents (508), Public Libraries (568), Mayors (16), and Financial Aid Administrators (509). In addition, her work was instrumental in obtaining unpaid advertising for the Hotline by sending 712 public service announcements and news releases throughout the state.

Evaluation forms were sent to the 86 volunteers who manned the phones. Sixty-three people responded (that’s 73%)!!

Of the sixty-three people who responded, 17 were rookies this year, 10 had worked once before, 20 had worked twice before, 8 had worked three times before and 5 had worked four times before.

Sixty-one of the 63 respondents said they would be willing to travel as far as they had to travel this year to work the Hotline again. Thirty-nine said they would even be willing to travel further.

Forty-three felt that the last full week in January is the best time to sponsor the Hotline. Sixteen felt that it was not, and suggested either the first or second week in February as an alternative. The reasoning for suggesting early February has to do with W-2 forms, taxes, and filling out forms. Maybe we would receive more calls or be of more help at the later date.
1990 PASFAA HOTLINE STATISTICS

submitted by Mary Frances Woodall

The 2,164 calls received from parents, students, grandparents, friends, and others dealt with every aspect of financial aid. Many of the questions were not simple and took a substantial amount of time to answer. Despite that fact, the total number of calls increased. In Pittsburgh, there was an additional site for one night. WPXI, Channel 11, in Pittsburgh sponsored a “Financial Aid Line” on Tuesday, January 23 from 5:30 to 6:30 during its evening news broadcast. Paul Zimmerman made all of the arrangements with Asa Arons of WPXI and, regardless of two schedule changes, the TV Hotline was very successful also. I have included the statistics from the Mini Hotline with the other statistics listed below.

<table>
<thead>
<tr>
<th>Telephone Call Breakdown</th>
<th>Site</th>
<th>Mon. 2/22</th>
<th>Tues. 2/23</th>
<th>Wed. 2/24</th>
<th>Thurs. 2/25</th>
<th>Fri. 2/26</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harrisburg</td>
<td>101</td>
<td>71</td>
<td>70</td>
<td>80</td>
<td>80</td>
<td>402</td>
<td></td>
</tr>
<tr>
<td>Philadelphia</td>
<td>213</td>
<td>161</td>
<td>162</td>
<td>189</td>
<td>138</td>
<td>863</td>
<td></td>
</tr>
<tr>
<td>Pittsburgh</td>
<td>137</td>
<td>190</td>
<td>144</td>
<td>159</td>
<td>178</td>
<td>808</td>
<td></td>
</tr>
<tr>
<td>WPXI</td>
<td>—</td>
<td>91</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>91</td>
<td></td>
</tr>
<tr>
<td>TOTALS</td>
<td>451</td>
<td>513</td>
<td>376</td>
<td>—</td>
<td>—</td>
<td>2,164</td>
<td></td>
</tr>
</tbody>
</table>

Harrisburg was up 45 calls over 1989
Philadelphia was up 61 calls over 1989
Pittsburgh was down 88 calls from 1989

Calls Were Recorded By Zip Code
32%—698 from 15000-15999
26%—558 from 19000-19999

Calls Were Recorded By Type of Question
37%—795 PHEAA and/or FAF application questions; where to get applications, how to apply
19%—407 Questions regarding programs (under-graduate, graduate, full-time study, part-time study, grants, loans, etc.)
15%—323 General questions
13%—283 Miscellaneous questions (usually questions dealing with specific institutions)
9%—201 Eligibility questions
4%—86 State grant questions
2%—49 Questions about deadlines

Callers Were Asked How They Heard About The Hotline
18%—389 School (guidance counselor, financial aid officer, high school financial aid night, Hotline poster)
16%—352 Television (most frequently named were: Channel 11, Pittsburgh; Channel 16, Wilkes-Barre; and Channel 10, Altoona)
8%—168 Radio (most frequently named were: WFLN, KDKA, WTAE)
6%—139 Miscellaneous (most frequently named were: state legislator newsletter, their bank, friend, relative)
1.5%—32 PHEAA
.5%—12 Public Library

George Walter, Villanova University, PASFAA Hot Line, Philadelphia

Photo by Bonnie Behm, Thomas Jefferson University

Rear, L—R—Rachael Lohman, Wilkes University; Stanley Skrutski, Marywood College; William Burke, University of Scranton. Front, L—R—Margaret Hynosky, Lackawanna Jr College; Mirtha Rospigliosi, University of Scranton, and Diane Fazzaglia, Johnson Technical Institute, PASFAA Hot Line, Harrisburg.

Photo by Mary Frances Woodall, Elizabethtown College
1990 HOTLINE VOLUNTEERS

1. Sr. Mary Philip Aaron  
Seton Hill College
2. Ruth Andersen  
Lebanon Valley College
3. Edwin Aponte  
Lehigh University
4. Jane Askham  
Art Institute of Phila.
5. Gordon Bateman  
Elizabethtown College
6. Lucille Bavaria  
Lehigh University
7. Bonnie Behm  
Thomas Jefferson Univ.
8. Edie Belzer  
Art Institute of Phila.
9. Marcia Boyd  
California University
10. William Brown  
Lebanon Valley College
11. Cheryl Browning  
Berean Institute
12. Carolyn Bryan  
Central Penn Bus. Schl.
13. William Burke  
University of Scranton
14. Deborah Clark  
Lancaster Bible College
15. Christine Cocchia  
Cabrini College
16. Michael Colahan  
Thomas Jefferson Univ.
17. Beverly Cooper  
Allegeny College
18. Lisa Cooper  
Philadelphia College of Textiles & Science
19. William Copperthwaite  
Drexel University
20. Ruth Cramer  
Wilson College
21. Betty Davis  
Community College of Allegheney County—S.
22. Ronald Dawson  
Philadelphia College of Textiles & Science
23. Frank Dutkovich  
Duquesne University
24. Linda Ebel  
Pittsburgh Technical Inst.
25. Richard Esposito  
Pitts. Beauty Academy
26. Cynthia Farrell  
Thiel College
27. Nicholas Flocco  
Drexel University
28. Joyce Frantz  
Albright College
29. Leanne Frech  
University of Pittsburgh—Johnstown
30. Gregory Gearhart  
Messiah College
31. Patty Gill  
32. Helen Gourousis  
Drexel University
33. Kristan Harrington  
Rosemont College
34. Beverly Hayden  
Philadelphia College of Pharmacy & Science
35. Richard Heckman  
Dickinson College
36. Arthur Holst  
Episcopal Schl. of Nurs.
37. Margaret Hynosky  
Lackwanna Jr. College
38. Philip Kanfush  
Comm. Coll. of Allegheny County—Allegheny
39. Daniel Kennedy  
Carnegie Mellon Univ.
40. Christine Koterba  
Franklin & Marshall Coll.
41. Ronald Laszewski  
Bucknell University
42. Patricia Leskovac  
Thiel College
43. Rachael Lohman  
Wilkes University
44. Mona Lucas  
Comm. Coll. of Allegheny County—Boyle
45. Tina Madison  
ICM Business School
46. Milosh Mamula  
Allegheny College
47. Lorraine McDonough  
Comm. Coll. of Allegheny County—Allegheny
48. Frances McKeown  
49. Mary Miller  
Indiana University of PA
50. Frances Mosle  
Median School
51. Thomas Moriarty  
Shippensburg Univ.
52. Helen Nunn  
Susquehanna University
53. M. Clarke Paine  
PA School of Art & Design
54. Diane Pazzaglia  
Johnson Tech. Institute
55. Elizabeth Provasnik  
Drexel University
56. Donald Raley  
Dickinson College
57. Mirtha Rospiglisi  
University of Scranton
58. Sharlene Sajonas  
St. Vincent College
59. Julie Salem  
Univ. of Pittsburgh—Johnstown
60. Nancy Salvage  
Duquesne University
61. Gail Schuyler  
Phila. College of Bible
62. Allison Seagle  
Pitts. Tech. Inst.
63. Patricia Sertanni  
Swarthmore College
64. Stephen Shandar  
Art Inst. of Phila.
65. Robert Shuman  
Penn St. Univ.—Berks
66. Stanley Skrutski  
Marywood College
67. Kathleen Smith  
Boyd School
68. Betty Soergel  
Penn St. Univ.—Altoona
69. Joyce Spencer  
California University
70. Robin Szitas  
Allegheny College
71. Elaine Taillon  
Carnegie Mellon Univ.
72. Laura Talbot  
Swarthmore College
73. Robyn Treinish  
Art Inst. of Phila.
74. Frank Tyuan  
Comm. Coll. of Phila.
75. Katherine Vanderau  
76. Stephanie Vaney  
Penn St. Univ.—Behrend
77. Christopher Vaught  
Mansfield University
78. George Walter  
Villanova University
79. Robert Wiesenauer  
Point Park College
80. Michael Wisniewski  
Widener University
81. Jan Wolfe  
Point Park College
82. Mary Frances Woodall  
Elizabethtown College
83. Bryan Zerbe  
Gettysburg College
84. Paul Zimmerman  
Carnegie Mellon Univ.
85. Christine Zuzack  
Indiana Univ. of PA
86. James Zuzack  
Slippery Rock University
YOU WON'T BE SORRY!

submitted by Mary Frances Woodall, 
Elisabethtown College

Two years ago I was approached by another PASFAA member and was asked to be assistant coordinator of the 1989 Hotline and site coordinator for Harrisburg. I was told that if I accepted the job as assistant coordinator, I would be the state coordinator in 1990. With some reluctance, I agreed to take on the task. I was a little nervous about getting involved, but I wasn't sorry that I did.

That first year was simple. But, in August, 1989 (my first meeting as coordinator of the 1990 Hotline), I suddenly knew that things were going to be different. I realized I was going to have to make decisions on behalf of the Association and get to know and work with a vast array of people. The 1990 Hotline is now over and I have survived! Through it all, I grew. I grew professionally, I grew personally, and I grew as an involved member of PASFAA.

I want to thank Helen Nunn for approaching me two years ago, and I would like to encourage new aid professionals and members of PASFAA to get involved. You don't even have to wait to be asked, you can volunteer. You won't be sorry!

PASFAA OVERHEAD PROJECT A SUCCESS

submitted by Sheila Angst, 
Chair, Overhead Project

Reports from the field indicate that PASFAA members are enjoying their use of the set of overhead transparencies for their financial aid programs. The committee which developed them for PASFAA is pleased with some of its comments.

Each active member was given an opportunity at the conference or soon thereafter to order a set, and more than 200 have done so. Since additional sets were printed for this project, they were also offered to associate members through a mailing in January, while the supply lasted.*

To assist PASFAA in evaluating this project, we ask the assistance of members who have obtained and used these overheads. A future project may include re-doing individual overheads as they require change or correction, or creating some new ones as the need arises. Such changes or new overheads could then be sent to members who had received a set, to help keep them up to date.

The evaluation form included here should be completed and returned no later than May 31, 1990. Your general comments as well as specifics about changes and suggested new transparencies will assist us in evaluating this project. Thank you in advance for your assistance.

*(Active and Associate members who did not receive a set may request one.)

EVALUATION FORM
FOR PASFAA OVERHEAD TRANSPARENCY PROJECT

1. If there are specific wording or format changes you suggest to specific transparencies, please indicate the number from the bottom left corner of the transparency and your suggestion below.
   Transparency #____ Suggested change ____________________________________________________
   Transparency #____ Suggested change ____________________________________________________
   Transparency #____ Suggested change ____________________________________________________

Attach an additional sheet if you have more than 3 suggested changes.

2. If there are other additional transparencies you would like to see included in the set, please describe them below or on an attached sheet.

   ____________________________________________________
   ____________________________________________________
   ____________________________________________________

3. General comments about the overheads: Your use of them; audience reaction; any that you would discard?; ways to improve them?

   ____________________________________________________
   ____________________________________________________

UPWARD AND ONWARD

Diana McNamara—from Financial Aid Counselor at Widener University to Financial Aid Officer at Harcum Jr. College.

Michael Wisnewski—from Assistant Director at Widener University to Director of Financial Aid at Harcum Junior College.

Robert Foutlz—from Director of Financial Aid at Spring Garden College to Assistant Director of Financial Aid at Widener University.

Nanette Berman—from Associate Director at Widener University, Delaware Campus to the Financial Aid Office at the Pennsylvania Campus.

Renee Saleh—from Director of Financial Aid at Kutztown University, to Director, Office of Grants & Scholarships, State of New Jersey, Department of Higher Education.
HIGH SCHOOL GUIDANCE COUNSELOR WORKSHOPS SUCCESSFUL

submitted by Rachael Lohman, PASFAA, President

Over 200 high school guidance counselors attended the PASFAA sponsored Financial Aid Workshops for Guidance Counselors which were offered across the Commonwealth in December and January. Typical comments from the counselors on the workshops include:

Comprehensive and well planned.

Thank you for a very worthwhile program. You make our jobs much easier.

Overall, very well done and helpful conference.

Well organized and informative; thank you.

I like the format—information plus the opportunity to interact is important.

I hope this program is offered yearly.

This workshop was extremely helpful and informative—should be required for all counselors.

The success of these workshops is due to the hard work of many of our PASFAA colleagues. First, the Professional Standards and Training Committee, comprised of the 1989-90 sector representatives and PASFAA President Elect, should receive an enormous amount of thanks for their efforts in developing, organizing and planning the complete series. Second, special thanks to our members who agreed to host the workshops at their institutions. Their attention to detail with the physical arrangements allowed each workshop to be conducted without a hitch. Third, special thanks to our members who agreed to help with on-site registration. Their efforts succeeded in making the counselors feel welcomed as they arrived at each site. And, of course, special thanks to our members who served as faculty. The time and attention they gave to the curriculum and their presentation styles were greatly appreciated by all the counselors who participated.

This project was truly one in which PASFAA members were able to become involved in providing a service to the residents of Pennsylvania that will hopefully increase the possibility of higher education by providing vital knowledge to those who are most able to pass on the information to current high school students.

Following is the list of the workshop sites and dates:

<table>
<thead>
<tr>
<th>Institution</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kutztown University</td>
<td>December 6</td>
</tr>
<tr>
<td>Edinboro University</td>
<td>January 9</td>
</tr>
<tr>
<td>Elizabethtown College</td>
<td>January 10</td>
</tr>
<tr>
<td>Indiana University of Pennsylvania</td>
<td>January 10</td>
</tr>
<tr>
<td>Luzerne County Community College</td>
<td>January 10</td>
</tr>
<tr>
<td>St. Joseph's University</td>
<td>January 11</td>
</tr>
<tr>
<td>Community College of Allegheny Ct—South</td>
<td>January 11</td>
</tr>
<tr>
<td>Lycoming College</td>
<td>January 16</td>
</tr>
</tbody>
</table>

PASFAA members who participated include: Sr. Mary Phillip Aaron, Linda Anderson, Sheila Angst, Gordon Bateman, Bonnie Behm, Bill Brown, Bill Burke, Joyce Calamia, Henry Chance, Ruth Cramer, Catherine Crawford, Betty Davis, Joseph Demko, Linda Ebel, Richard Esposito, Robert Foutz, Ken Grugel, Vali Heist, Margaret Hynosky, Bill Irwin, Marge Karl, Chris Koterba, Robert Latta, Rachael Lohman, Mary-Ellen Madigan, Barry McCarty, Catherine McIntyre, Fran McKeown, John McKeown, Mary Andrews-Miller, Helen Nunn, Julie Pawle, Diane Pazzaglia, Jack Pergolin, Renee Saleh, Shariene Sajonas, Julie Salem, Gary Seelye, Don Shade, Ron Shunk, Kathleen Smith, Bill Sriscic, Robin Szittas, Chris Vaughn, and Chris Zuzack.

Because of the success of this year’s program, PASFAA Council voted to continue the workshops for the 1990-91 year. Mary Metz-Miller, President Elect and Chairperson of the Professional Standards and Training Committee, will coordinate the series. The Committee has already begun to work on next year’s workshops making several suggestions for improvements: divide the morning session into two groups, one for beginners and one for more advanced counselors; schedule the workshops earlier, probably November, so that the counselors have the information they need in planning financial aid nights; and use two presenters instead of three for a more consistent, concise presentation.

We hope the attendance at next year’s workshops will increase as word gets around the counselor associations of the benefits of this program.
POINTERs FOR PROCRASTINATORS

submitted by Arthur Holst,
Episcopal Hospital School of Nursing

Do you find yourself postponing or delaying action on important tasks—“putting off until tomorrow what you can do today?” If so, you may be one of the many people who suffer from the common problem of procrastination.

Excuses for inaction like “I don’t have the time” or “It’s too late to start today, I’ll do it tomorrow” only serve to compound the problem and to increase your anxiety about getting the task done in the first place. Increased stress can lead not only to physical problems such as headache or stomach pains, but to emotional problems as well. Problems such as fatigue, irritability or changes in sleep patterns are not uncommon with procrastinators.

How then can you deal with procrastination? In a recent article in New Woman Magazine, Barbara Smalley gives some suggestions:

1. Make a to do list. List all the things that you have been putting off and then prioritize them, the most important first and so on.
2. Don’t worry about doing a perfect job, you’re human, you can make mistakes. Fear of not doing a perfect job often paralyzes people from acting on a task.
3. Act on it! Do it! Don’t talk about the task, sit down and get started!
4. Cut out clutter, noise and distractions whenever possible. This will allow you to concentrate on the job at hand.
5. Reward yourself. Make a deal with yourself. When I get this done, I’ll take a walk.

6. Delegate. If you can pay someone to do the job, it may be worth the reduction in stress to you to do so. Also, is there someone else you can delegate to do the work?
7. Set realistic deadlines. Evaluate the task and make sure that you are allowing yourself enough time to get the job done.
8. If you need it, ask for help. Don’t wait until the last minute to tell your supervisor that you find the task overwhelming.
9. Grin and Bear It. If the job has to be done, putting it off serves no real purpose. You’d rather be home lounging than be in the office at nine o’clock at night finishing the report for tomorrow morning, but that’s what happens when you procrastinate.

If you find that you are a procrastinator, you may be interested in some of these readings, they are really helpful in getting on the road to good time management and away from the persistent problems that plague procrastinators.

PROCRASTINATION—Why You Do It—What To Do About It
Jane B. Burke, Ph.D. and Lenora M. Yuen, Ph.D.
Addison-Wesley Publishing, Reading, Mass., 1983

The Now Habit—A Strategic Program For Overcoming Procrastination and Enjoying Guilt-Free Play
Neil Fiore, Ph.D.
Jeremy P. Tarcher, Inc., Los Angeles, 1989

“Put An End To Putting Things Off—Get It Done”
LEGISLATIVE ACTION NETWORK

submitted by Georgia K. Prell,
East Stroudsburg University

The PASFAA Legislative Network provides our organization with the opportunity to express our view and opinions to congressional actions which may impact upon the financial aid programs at our institutions. It is important for members of Congress to be aware of the impact that certain legislation may have on the operation and success of financial aid programs. The flow of information normally begins with the Government Relations Committee. The information is then communicated to the Congressional Liaison who in turn will communicate directly with their congressional representative as well as encourage other financial aid officers at institutions within their districts to do the same. If contacted by your district’s liaison, please oblige their requests for information or action. It is only through cooperation from each school that the network is effective.

NOTE: District 13 is still in need of someone to serve as the liaison. Anyone interested in serving in this role should contact Georgia Prell at (717) 424-3340 or TMNJ.

1989-90 PASFAA LEGISLATIVE NETWORK

<table>
<thead>
<tr>
<th>Representative</th>
<th>District</th>
<th>Liaison</th>
<th>Institution</th>
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<td>Milosh Mamula</td>
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<td>Gary Seely</td>
<td>California University</td>
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<td>23</td>
<td>William Irwin</td>
<td>Lock Haven University</td>
<td>TMBN</td>
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READING RECOGNITION—Reading, PA Mayor Warren Haggerty presents Sheila Angst with a proclamation declaring January Financial Aid Awareness Month in the city.
PASFAA LEGISLATIVE NETWORK

CONGRESSMEN AND INSTITUTIONS BY DISTRICT

1st  Rep. Thomas M. Foglietta (D)
     231 C.H.O.B. **
     (202) 225-4731
     American Institute of Design
     Community College of Philadelphia
     Drexel University
     Episcopal Hospital Sch. of Nursing
     Hussian School of Art
     Jefferson Medical College
     Methodist Hospital Sch. of Nursing
     Phila. College of Pharmacy & Science
     South Philadelphia Beauty Academy
     Temple University
     Thomas Jefferson University

2nd  William H. Gray, III (D)
     204 C.H.O.B. **
     (202) 225-4001
     Art Institute of Philadelphia
     Berean Institute
     International Training Center
     LaSalle University
     Moore College of Art
     Peirce Junior College
     PA Academy of Fine Arts
     PA College of Optometry
     Phila. College of Textiles & Science
     Phila. Wireless Technical Institute
     School of Veterinary Med./Univ. of PA
     St. Joseph’s University
     The Curtis Institute of Music
     University of the Arts
     University of Pennsylvania

3rd  Rep. Robert A. Borski (D)
     314 C.H.O.B. **
     (202) 225-8251
     Holy Family College
     Ralph Amodel Inst. of Hair Design

     212 C.H.O.B. **
     (202) 225-2565
     Butler County Community College
     Community College of Beaver County
     Geneva College
     Indiana University of PA
     Jameson Memorial Hosp. Sch. of Nursing
     National Ed. Center—Vale Tech. Campus
     New Castle School of Trades
     Slippery Rock University of PA

5th  Rep. Richard T. Schultz (R)
     2369 R.H.O.B. **
     (202) 225-5761
     Automotive Training Center
     Biblical Theological Seminary
     Chester Co. Hosp. Sch. of Nursing
     Cheyney University of PA
     Immaculata College
     Ursinus College
     Valley Forge Christian College
     West Chester University of PA
     Widener University

6th  Rep. Gus Yatron (D)
     2367 R.H.O.B. **
     (202) 225-5546
     Albright College
     Alvernia College
     Kutztown University of PA
     Pottsville Hosp. Sch. of Nursing
     Reading Hosp. Sch. of Nursing
     Reading-Muhlenberg Area Vo-Tech

7th  Rep. Curt Weldon (R)
     1233 L.H.O.B. **
     (202) 225-2011
     Cabrini College
     Gordon Phillips Beauty School
     Neumann College
     Swarthmore College
     Villanova University

8th  Rep. Peter H. Kostmayer (D)
     123 C.H.O.B. **
     (202) 225-4276
     Bucks County Community Coll.
     Bucks Co. Sch. of Beauty Culture, Inc.
     Delaware Valley College
     PA Coll. of Straight Chiropractic

9th  Rep. Bob Shuster (R)
     2268 R.H.O.B. **
     (202) 225-2431
     Altoona School of Commerce
     Juniata College
     Shippensburg University of PA
     Wilson College

10th Rep. Joseph P. McDade (R)
     2370 R.H.O.B. **
     (202) 225-3731
     Baptist Bible College of PA
     Broome Community College
     East Stroudsburg Univ. of PA
     Johnson Technical Institute
     Keystone Junior College
     Lackawanna Junior College
     Mansfield University of PA
     Marywood College
     Northeast Inst. of Education
     University of Scranton

(See DISTRICTS, PAGE 13)
COMING TO PITTSBURGH IN 1990

submitted by Judy Mancuso,
Carnegie Mellon University

For most of you, thoughts of coming to Pittsburgh conjure up visions of steel mills, air pollution and gray weather. Although we have our share of the latter two (as any other city), you may be surprised to know that not only was Pittsburgh voted the “Most Liveable City” by Randy McNally, but some little known facts include—Pittsburgh charmed Charles, Prince of Wales, boasts over 300 restaurants—many of which are nationally acclaimed, is home to Pittsburgh Mayor Sophie Masloff—the only city mayor to be personally invited by Pat Sajak to appear on his late night talk show, and has its second largest industry as education.

Shopping in Pittsburgh is almost decadent—the downtown area features department store chains, exclusive one-of-a-kind boutiques as well as familiar names like Saks and Brooks Brothers. The city’s neighborhoods house quaint shops and antique haunts in addition to wonderful craft and book stores hidden among the alleys. And, for the nouveau shopper—there are malls—large ones, specialty ones, architecturally exciting ones, tiny ones, mid-size ones and ones that amaze everyone who visits them. With all of this—who could miss coming to the 1990 NEASEA Conference in Pittsburgh? 

Just in case you’re not absolutely convinced that you’ll be in Pittsburgh—read on. After hearing it over and over again—NEASEA has decided to give in and have the Conference go into a weekend—August 1-4, 1990—which not only means lower airfare and hotel rates, but, also a great opportunity to tack on a few extra days for a vacation—for just you or for you to enjoy with friends, a spouse or family. And, NEASEA couldn’t have picked a better Pittsburgh weekend! The internationally acclaimed REGATTAN will be on the Three Rivers that particular weekend—with fun and excitement for everyone. Regatta days are full of splendid, breathtaking and even hilarious water races and activities. Regatta nights are filled with spectacular fireworks, water parades and celebrations. For the Pittsburgh visitor, the festivities can be enjoyed quietly at a riverside restaurant, beautifully from atop an overlooking mountain or jovially amidst the fanfare on the riverbanks and adjoining park. In addition to the water activities, children can enjoy strolling clowns, face painting, amusements and wide open spaces for frolicking, while adults can relax or dance to music from the internationally renowned Pittsburgh Symphony or feast on international delicacies at the nearby food tents.

Pittsburgh has something for everyone—and especially for NEASEA. The Conference is being hosted at Pittsburgh’s only grand hotel—the Westin William Penn. The hotel is a palatial salute to the glorious grandeur of days gone by. The opulent surroundings and exceptional hospitality rival the finest and most elegant hotels around the world. Since 1916, it has accommodated kings and cardinals, ambassadors and industrialists. This National Historic Landmark was the dream of Pittsburgh industrialist, Henry Clay Frick, who set out to create “The greatest hotel between New York and Chicago.” And, that he did. As we approach 1990, the hotel, thanks to careful restorations over the past 70 years, continues to exude the grandeur and grace of Frick’s vision.

Watch the upcoming Newsletter issues for conference programs and activities, making it even more irresistible than the city itself to stay away from NEASEA in 1990. Stay posted!

POSITION OPENINGS

ASSISTANT TO FINANCIAL AID OFFICER

Some experience in financial aid desired. Prefer that applicant have some general financial aid knowledge. Stafford Loans and Pell are the only programs available to our students. Opportunity to assume additional responsibility in time.

Send inquiries and resume/application to:
David or Miriam Goldsmith
Delaware Valley Academy of Medical & Dental Assistants
6539 Roosevelt Blvd.
Philadelphia, Pa. 19149

Interested people may call—215-744-5300 for more information.

(See POSITIONS, PAGE 15)
DISTRICTS
(Continued from Page 11)

1518 L.H.O.B. **
(202) 225-6511
Bloomsburg Univ. of PA
College Misericordia
King's College
Luzerne County Comm. College
Wilkes University

2423 R.H.O.B. **
(202) 225-2065
Hiram G. Andrews Center
Saint Francis College
Seton Hill College
Univ. of Pittsburgh—Johnstown
Westmoreland County Comm. College

13th  **Rep. Lawrence Coughlin (R)**
2467 R.H.O.B. **
(202) 225-6111
Abington Mem. Hosp. Sch. of Nursing
Beaver College
Bryn Mawr College
Cambria-Rowe Business College
Chestnut Hill College
Gwynedd-Mercy College
Harcum Junior College
Lankenau Hosp. Sch. of Nursing
Manor Junior College
Montgomery County Comm. College
Rosemont College
Westminster Theological Seminary

14th  **Rep. William J. Coyne (D)**
424 C.H.O.B. **
(202) 225-2301
Alvernia Sch. of Practical Nurs.
Art Institute of Pittsburgh
Boyd School
Bradford School
Carlow College
Carnegie-Mellon University
Chatham College
Clarissa Sch. of Fashion Design
Comm. Col. of Allegheny County
Duff's Business Institute
Duquesne University
Education Management Corp.
Electronics Institute
ICM School of Business
Louise Suydam McClintic Sch. of Nurs.
Ohio Valley Hosp. Sch. of Nurs.
PA Institute of Culinary Arts
Penn Technical Institute
Pittsburgh Beauty Academy
Pittsburgh Inst. of Mortuary Sci.
Pittsburgh Technical Institute
Point Park College
Sawyer School
Shadyside Hosp. Sch. of Nursing
St. Francis Med. Ctr. Sch. of Nurs.
Technician Training School
Triangle Technology
United Travel School
University of Pittsburgh
Univ. of Pitt—Sch. of Medicine
West Penn Hosp. Sch. of Nursing

15th  **Rep. Donald L. Ritter (R)**
2447 R.H.O.B. **
(202) 225-6411
Allentown College
Allentown Sch. of Cosmetology
Cedar Crest College
Churchman Business School
Lafayette College
Lehigh County Comm. College
Lehigh University
Moravian College
Muhlenberg College
Northampton Comm. College
Pinebrook Junior College
Welder Training & Testing Inst.

2445 R.H.O.B. **
(202) 225-2411
Elizabethtown College
Franklin and Marshall College
Lancaster Bible College
Lancaster General Hospital
Lancaster Theological Seminary
Lebanon Valley College
Lincoln University
Millersville Univ. of PA
PA School of Art & Design
Thaddeus Stevens St. Sch. of Tech.

(Continued on Next Page)
17th **Rep. George W. Gekas (R)**
1519 L.H.O.B. **
(202) 225-4315
Bucknell University
Harrisburg Area Comm. College
Lycoming College
PA Coll. of Technology
Susquehanna University
Williamsport Hos. & Med. Center
Williamsport Sch. of Commerce

18th **Rep. Doug Walgreen (D)**
2241 R.H.O.B. **
(202) 225-2135
Robert Morris College

2263 R.H.O.B. **
(202) 225-5836
Bradley Acad. for the Visual Art
Central PA Business School
Dickinson College
Dickinson School of Law
Gettysburgh College
Messiah College
York College of PA
York Technical Institute

2186 R.H.O.B. **
(202) 225-4631
Career Training Academy
Douglas School of Business
New Kensington Commercial Sch.
Oakbridge Academy of Arts

1714 L.H.O.B. **
(202) 225-5406
Allegheny College
Crawford County Area Vo-Tech
Edinboro University of PA
Erie Business Center
Erie Institute of Technology
Gannon University
Grove City College
Mercyhurst College
Penn State Cosmetology
St. Vincent Health Ctr. Sch. of Nurs.
Shenango Valley Sch. of Bus.
Thiel College
Univ. of Pittsburgh—Titusville
Westminster College

22nd **Rep. Austin J. Murphy (D)**
2210 R.H.O.B. **
(202) 225-4665
California University of PA
Laurel Business Institute
Penn Commercial Inc.
Uniontown Hosp. Sch. of Nursing
Washington Hosp. Sch. of Nursing
Washington & Jefferson College
Waynesburg College
Western Area Vo-Tech School
West Virginia Career Institute

1122 L.H.O.B. **
(202) 225-5121
Clarion County Area Vo-Tech
Clarion University of PA
DuBois Business College
Jeff Tech
Lenape Sch. of Prac. Nursing
Lock Haven University of PA
Pennsylvania State University
South Hills Business School

**U.S. House of Representatives
Washington, DC 20515

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THOSE CRUCIAL FIRST 3 SECONDS

submitted by Vali Heist,
Alvernia College

Within 3 seconds of a telephone conversation, your caller forms a lasting impression of you and your college. Your very first words, tell people whether or not you can help them, whether you are knowledgeable and whether you care.

Convey enthusiasm, concern and confidence to make the permanent impression you want.

- Communicate clearly
- Handle potential problems before they mushroom
- Get the caller to listen—and understand you
- Remember more of what you hear
- Be prepared and handle the unexpected
- Communicate a professional image—and make a good first impression
- Project a positive attitude that demonstrates competence and a desire to help
- Keep your emotions in check despite trying circumstances
- Learn the value of expressing enthusiasm and putting a smile in your voice
POSITIONS
(Continued from Page 12)

FINANCIAL AID—ASSISTANT DIRECTOR
Indiana University of Pennsylvania invites applications for the position of Assistant Director of Financial Aid. This is a twelve-month temporary position without benefits.
Primary job responsibilities are the processing of Stafford and PLUS/SLS loans, the verification of financial aid applicant data, the processing of student withdrawals and refunds, and the administration of the University’s UE High Tech student employment program.
A Master’s degree and financial aid experience are required. Knowledge of regulations governing Title IV aid and need analysis are also required. Good counseling and communication skills are essential in this position, as well as understanding of computer applications.
Please send letter of application, resume, and names of three references to: Chair of Assistant Director of Financial Aid Search Committee, 308 Pratt Hall, IUP, Indiana, PA 15705. Deadline for receipt of applications is April 13, 1990.
IUP is an Affirmative Action/Equal Opportunity employer.

ENTRY LEVEL POSITION
Must have a Bachelor’s Degree. Financial aid experience desirable but not required. Responsible for all aspects of aid administration. Organizational ability, attention to detail, and good communication skills a must. Benefits include Life, Health and Dental coverage, Tuition Remission and four weeks paid vacation. Submit resume and cover letter to:
Wendy J. McLaughlin
Director of Financial Aid
LaSalle University
20th and Olney Avenue
Philadelphia, PA 19141

PAST PRESIDENT HAS NEW BOOK
submitted by John McKeown

Barry McCarty, Director of Financial Aid at Lafayette College, is co-author* of a new book, “How To Pay for Your Child’s College Education.” This publication is designed to assist families as they contemplate the costs of higher education, consider precollege savings and investing options as well as the challenge of completing a financial aid application.

Barry feels that the book is general in its content but with emphasis for the concerns of middle-income families. Any family can make use of the book, “It’s not an exhaustive work and it is not exhausting to read,” reports Barry.

Other articles by Barry McCarty have appeared in College Board publications, the newsletters of NASFAA, EASFAA, and PASFAA as well as other publications. In addition, Barry has had articles published in the New York Times. However, he found that writing a book was quite different and involved much more work. In the short span of one year, after contacts with the publisher, the book had to be finished! (Including many repeats until a final publisher was found.)

A special feature of this book is the collection of case studies which present examples of families from various income levels and circumstances and how they handled the cost of college. “In my twenty-three years as an aid officer, I have advised thousands of students and parents. In compiling the book, I drew upon the cases for illustrations.” (The names were changed for confidentiality.)

PASFAA wishes to congratulate Barry McCarty on his new book and joins with him in the hope that many families will feel less intimidated by college costs and the aid application process after reading the book.

*Barry’s co-author is financial writer, Chuck Lawliss.
- May 9–12  
  EASFAA Annual Conference, Philadelphia, Pa.
- June 4  
  PASFAA Executive Council Meeting, PHEAA Board Room
- July 18–21  
  NASFAA Annual Conference, Boston, Ma.
- August 2–5  
  NEASEA Annual Conference, Pittsburgh, PA

PASFAA
Pennsylvania
Association
of Student Financial Aid Administrators

Kutztown University
Financial Aid Office
Kutztown, PA 19530

The 1990–91 processing year has begun for: