

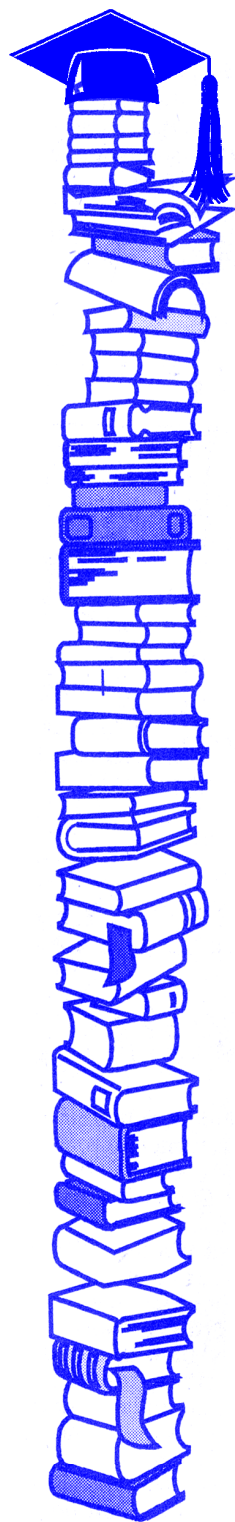


Pennsylvania Association of
Student Financial Aid
Administrators

NEWSLETTER

VOLUME 37, NUMBER 4

FALL 2004



36th Annual Conference

PASFAA INTERNATIONAL

"Uniting Our Students"

October 17-20, 2004
Penn Stater Conference Center Hotel
State College, PA

Get your passport ready for a global adventure!

36th Annual Conference
The Penn Stater
Conference Center Hotel
October 17-20, 2004

FEATURES

- Letter from the President
- Election Results
- Don Raley & Financial Aid Basics
- 2004 Conference Preview
- Compliance Corner-Reporting Enrollment
- Quiet Hero - Lucky Hill
- Mnemonics in the Aid Office
- New in Aid? Find Your Facts
- PELA News
- Sector and Committee Reports

2003-04 PASFAA EXECUTIVE COUNCIL

OFFICERS

PRESIDENT

Jean M. Walker
Butler County Community College
(724) 287-8711 ext. 243
FAX: (724) 287-4961
jean.walker@bc3.edu

PRESIDENT ELECT

Barbara L. Schmitt
Johnson College
(570) 342-6404 ext. 126
FAX: (570) 348-2181
bschmitt@johnson.edu

PAST PRESIDENT

Robert J. Thorn
California University of PA
(724) 938-4504
FAX: (724) 938-4551
thorn@cup.edu

VICE PRESIDENT

David R. Smedley
Valley Forge Military Academy & College
(610) 989-1305
FAX: (610) 989-1596
dsmedley@vfmac.edu

TREASURER

Sheryle A. Proper
Allegheny College
(814) 332-2701
FAX: (814) 337-0431
sproper@allegheny.edu

SECRETARY

Julianne E. Louttit
Butler County Community College
(724) 287-8711
FAX: (724) 287-4961
juli.louttit@bc3.edu

SECTOR REPRESENTATIVES

AT-LARGE

Margaret F. Hynosky
University of Scranton
(570) 941-7700
FAX: (570) 941-4370
hynoskym1@scranton.edu

BUSINESS, TRADE & TECHNICAL

Stephen W. Helfrich
York Technical Institute
(717) 757-1100 ext. 356
FAX: (717) 757-4964
helfs@yti.edu

INSTITUTIONAL SUPPORT SERVICES

Nancy B. Chalker
Citizens Bank
(570) 735-5360
FAX: (570) 735-5361
nancy.chalker@citizensbank.com

NURSING

Ginny K. Kopko
Sewickley Valley Hospital School of Nursing
(412) 749-7638
FAX: (412) 749-4241
gkopko@hvhs.org

PRIVATE

Chanel Greene
DeSales University
(610) 282-1100 ext. 1208
FAX: (610) 282-0131
chanel.greene@desales.edu

PUBLIC TWO-YEAR

John G. Schodowski
Reading Area Community College
(610) 372-4721 ext. 5115
FAX: (610) 607-6290
jschodowski@racc.edu

STATE-RELATED

Meme C. Jeffries
University of Pittsburgh
(412) 624-7167
FAX: (412) 624-5400
jeffries@oafa.pitt.edu

STATE SYSTEM OF HIGHER EDUCATION

Ragan W. Griffin
Clarion University of PA
(814) 393-2315
FAX: (814) 393-2520
rwatson@clarion.edu

Editor Excerpts

1. NEWSLETTER EDITORIAL BOARD FOR 2003-04

EDITOR: Joan L. Holleran, PASFAA Newsletter Editor
Financial Aid Office
Kutztown University, P.O. Box 730
Kutztown, PA 19530
(610) 683-4031
Fax (610) 683-1380
e-mail: holleran@kutztown.edu

EDITORIAL BOARD

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2. PUBLICATION SCHEDULE

Articles, position openings, meeting dates or other items can be submitted to the Editor according to the following publication schedule:

Winter 2005 issue:	articles due November 15
Spring 2005 issue:	articles due February 15
Summer 2005 issue:	articles due May 15
Fall 2005 issue:	articles due August 15

3. IMPORTANT MESSAGE

The opinions by individuals who contribute to the newsletter do not necessarily represent the position of PASFAA.

PASFAA Potpourri

1. MOVING? CHANGING POSITION OR TITLE?

PASFAA membership belongs to the individual, not the institution. All changes in name, address, title, etc. should be submitted to Gary Means, Financial Aid Office, Westmoreland County Community College, 400 Armbrust Road, Youngwood, PA 15697 or meansg@wccc-pa.edu. For 2003-04, the membership list is maintained at Westmoreland County Community College.

2. 2003-04 PASFAA COMMITTEES

Government Relations.....David Smedley
MembershipBob Thorn
Association GovernanceBob Thorn
Public and Professional Information.....Julianne Louttit
Technology Advisory GroupRuth Brouse
2004 Conference.....Donna Wilkoski
Financial Aid TrainingCindy King
Financial Aid AwarenessMirtha Wilczynski
Finance and DevelopmentMary Kosin

3. MEMBERSHIP IN PASFAA

Subscription to the PASFAA Newsletter is included in your yearly membership fee. Contact Gary Means, Westmoreland County Community College, for information about 2003-04 PASFAA membership.

4. LETTERS TO THE EDITOR

Readers are invited to express their concerns about PASFAA or any financial aid related issues. Opinions, suggestions, questions, etc. are welcome. Letters must be signed. The Editorial Board reserves the right to condense or edit if necessary.

5. PASFAA HOME PAGE

Visit our World Wide Web site at: www.pasfaa.org
ATAC liaison and website contact: Gary Means,
meansg@wccc-pa.edu or (724) 925-4061.

Letter from the President



Dear PASFAA Colleagues:

It is a hot, mid-August day as I sit on my deck composing my final President's message for the fall newsletter. Even though I have the sun's glare on my laptop, I am reminded that summer will soon be over. We've already experienced cool evenings and chilly mornings, NFL exhibition games are on television, my son's high school football team has already had a scrimmage, and there's a tint of orange color on some of the oak trees in my neighbor's yard. By the time this reaches your desks, we will have all survived the start of another academic year and will be just weeks away from our annual conference. How does that happen? It doesn't seem that long ago that Bob Thorn passed the gavel to me at last year's conference and I started my year as PASFAA's 36th president.

Where does the time go? I remember as a child whining to my parents about school years that seemed endless and Christmas and other special holidays never coming soon enough. My parents would always caution me about wishing the time away saying that there would come a time in my life when I would want time to slow down and not want the days and weeks to fly by. Well, my parents were right. That time has certainly come. Does there ever seem to be enough time to get everything done we need or want to do?

I hope you are all planning to attend this year's conference at the Penn Stater Conference Center in State College. Donna Wilkoski and her conference committee have been hard at work planning an informative and exciting conference for us. I know everyone attending will find an agenda packed full of interest sessions that will provide professional and personal development and entertainment events offering us much needed fun and relaxation with our fellow aid professionals.

Even with time passing by much too quickly, I think all will agree that it has been a very productive year for PASFAA. We are boasting our largest membership year ever at 838 members. Enhancements to the PASFAA website now enable us to offer even more on-line tools to the membership. Our on-line training and conference registrations were successful and are convenient and user-friendly, and the first ever on-line election went off without a hitch. The approval of a number of constitutional and by-laws changes has allowed us to revise our Policy and Procedures to reflect those of a dynamic 21st century organization. In addition, a well-organized Government Relations Committee kept us abreast of Reauthorization issues and activities (or lack of activities depending on how you want to view the stalled Reauthorization process). Training events were offered throughout the Commonwealth to hundreds of financial aid and counseling professionals. All of these accomplishments required the cooperation and dedication of hundreds of individuals. While too numerous to name in this article, and even though there will be recognition and acknowledgement of these individuals forthcoming at the conference, I still want to say a genuine, heartfelt thank you to all council members, committee chairs, committee members, volunteers, vendors, and sponsors for the help and support that allowed us such a successful year.

I also want to thank a few individuals who will not be in attendance at the conference, but whose help and support this year was invaluable to me. My family for their understanding of the time I spent traveling this past year (my children grew so accustomed to me being away that they acted surprised to see me when I was at home), my staff for keeping everything running smoothly when I was away from the office on PASFAA business (similar to my children's reactions, I received looks of surprise from my staff when I would be in the office) and my boss, Dr. John Kearney, for allowing me extensions on projects and reports when my schedule would get really crazy.

Lastly, I want to thank each of you for giving me the opportunity to serve as your president this past year. It has truly been a rewarding experience for me. It has been a pleasure to work with and learn from so many capable and talented people. I thoroughly enjoyed my travels across the Commonwealth to attend committee meetings and to be PASFAA's representative at forums and advisory board meetings. Renewing old friendships and making new ones was an added plus, and if I could borrow (and change somewhat) one of Will Rodger's famous quotes, "I've never met a PASFAA member I didn't like." That's really not surprising considering I believe that our profession attracts individuals who are kind, caring, and compassionate. If I haven't had the opportunity to meet you yet, and you're attending the conference, please introduce yourself to me. I would like to personally thank you for your contribution to our strong and vibrant profession and Association. I hope to see you all at the Penn Stater!

Sincerely,

A handwritten signature in dark ink that reads "Jean M. Walker". The signature is fluid and cursive.

Jean M. Walker
PASFAA President

2004-05 PASFAA Election Results

Submitted by
Bob Thorn
Past President

PASFAA's first electronic voting process officially concluded on August 1, 2004. The votes were tallied, and we announced the PASFAA election results to the membership via a blast e-mail on August 10, 2004. If you have not already done so, please offer your congratulations and best wishes to the newly-elected officers and representatives for 2004-05:

President-Elect	Patty Hladio	Slippery Rock University of PA
Vice President	Carol Handlan	Susquehanna University
Treasurer	Sherry Proper	Allegheny College
Secretary	Donna Cerza	College Misericordia
At-Large Representative	Dana Suter	Pennsylvania College of Technology
Private Sector Representative (one year term)	Chanel Greene	DeSales University



Patty Hladio



Carol Handlan



Sherry Proper



Donna Cerza



Dana Suter



Chanel Greene

We are truly grateful to all the candidates who agreed to place their names in nomination for PASFAA Council positions. Our Association can only be as strong as the volunteers who are willing to give their time and talents. **THANK YOU!**



All of the proposed by-law changes were approved by the membership and will be incorporated into PASFAA's formal constitution and by-Laws document and implemented immediately.

PASFAA's first-ever on-line election went very smoothly! It proved to be the fast, convenient, and secure method of voting that we hoped it would be. We were pleased with the participation rate and look forward to that participation rate growing with each on-line election. A special thank you to Gary Means, our liaison with ATAC, for ensuring that our first electronic voting process was a success.

Volunteers Needed for 2004-05 College Fairs

Submitted by
Mirtha Wilczynski
Chair, Financial Aid
Awareness Committee

The Financial Aid Awareness committee will be providing financial aid information at the different PACAC College Fairs scheduled for the 2004-05 academic year. Please consider volunteering to assist for one or two hours at the PASFAA table at any of the upcoming fairs. Please contact Mirtha Wilczynski at wilczynskim1@scranton.edu to volunteer.



Northwest Regional Fair
Wednesday, September 29, 2004
7-8:30 p.m.
Mercyhurst College
Athletic Center

Harrisburg Area Regional Fair
Wednesday, October 6, 2004
6-8:00 p.m.
Harrisburg Area Comm. College
Cooper Student Center

Northampton County Fair
Tuesday, October 12, 2004
6:30-8:30 p.m.
Northampton Community College
College Center

Delaware County Regional Fair
Thursday, October 14, 2004
7-9:00 p.m.
Penn State-Delaware Cty Campus

Monroe County Regional Fair
Monday, October 18, 2004
7-8:30 p.m.
East Stroudsburg University of PA
Koehler Field House

Luzerne County Fair
Thursday, October 21, 2004
7-8:30 p.m.
Luzerne Cty Community College

Berks County Fair
Monday, October 25, 2004
6-8:30 p.m.
Albright College
Bollman Center – Gymnasium

Lancaster County Fair
Wednesday, October 27, 2004
6:30-8:30 p.m.
Franklin & Marshall College
Alumni Sports and Fitness Center

Montgomery County Fair
Thursday, November 4, 2004
6:30-8:30 p.m.
Montgomery Cty Comm. College
Physical Education Building

Lehigh Carbon County Fair
Thursday, March 24, 2005
6-8 p.m.
Lehigh Carbon Cty Comm College

Northeastern Regional Fair
Monday, May 2, 2005
9 a.m.-12 noon and 6-8:30 p.m.
First Union Arena at Casey Plaza

Main Line Regional Fair
Tuesday, May 3, 2005
6:30-9 p.m.
Villanova University Pavilion



2004 PASFAA International Annual Conference Ready for "Uniting Our Students"

From
The Penn Stater Conference Center
to
International Destinations

Submitted by
Mary Gazal
2004 Conference Committee

Some things to remember:

- ✓ All Conference Registration will be done online. September 13 was the deadline to avoid a \$25 late fee and to be assured a room at the Penn Stater.
- ✓ The Second Mile Charity – Please remember to bring your donations of instant cold packs, arts & craft supplies, composition books, age appropriate books (8-13 years), new or "gently used" sports equipment. Visit www.thesecondmile.org to learn more about this worthwhile program.
- ✓ Conference fees (includes yearly dues):

Active	\$185
Associate	\$183
Student	\$155
- ✓ Day Rate is \$70 plus meals.
- ✓ Room rates:

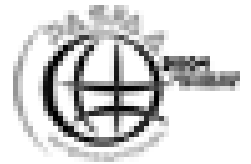
Single	\$115
Double	\$125
Triple	\$135
Quad	\$145



With Beaver Stadium as the backdrop, the Conference Committee, along with PASFAA President, Jean Walker, are ready to welcome you to the 2004 conference.

Your "official" tour guides (AKA Conference Committee) have been very busy planning right down to the last detail. Some of the highlights include:

- ✓ An "International Dinner" at the Mt. Nittany Club at Beaver Stadium with international cuisine from Italian, Asian, Mexican, and of course, a taste of "Pennsylvania Dutch." Featuring entertainment by "The Singing Lions." Remember to wear your school attire as we "unite our students."
- ✓ President's Reception on the Garden Terrace (weather permitting)
- ✓ The now infamous "PASFAA Pub Crawl" (transportation provided)
- ✓ Celebrate "25 Years of Cooperative Training" at the black-tie optional dinner, while enjoying the PSU String Quartet and "The Chatterband"
- ✓ General Session Speaker, David Knapp on "Generational Differences"



Keynote speaker, David D. Knapp, Ph.D. specializes in leadership and management training and coaching. Dr. Knapp's presentation, "Talking 'Bout My Generation: Improving Communication Between Baby Boomers, Generation X'ers, And Echo Boomers" is designed to help audience members better recognize and understand the differences in backgrounds, experiences, skill sets, and world views of the three major U.S. generations. Attendees will also be given some tips on how to better communicate across generational boundaries, both at home and in the workplace.



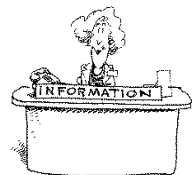
Pack your bags now and get ready for an international adventure at PASFAA 2004!

Sunday, October 17 – Wednesday, October 20, 2004

Top Ten List of What to Bring to the PASFAA Conference

Submitted by
Judith Rile
Newsletter Editorial Board

- #10 Proof of age for the Pub Crawl – because we all look like we are underage!
- #9 Comfortable shoes for walking – lots to see and do on campus and in State College
- #8 Play clothes – all work and no play? Not at a PASFAA conference!
- #7 Camera for the tour of Beaver Stadium and the Sports Museum
 - #6 Appetite for Creamery ice cream (Is Peachy Paterno really the best flavor? Better try several to decide!)
 - #5 Dress-up clothes for the big gala celebrating 25 years of PASFAA/PHEAA training
 - #4 Business Cards – you can't win if you don't participate!
 - #3 Contributions for the Second Mile Club (see your conference packet for details)
 - #2 Questions to ask your colleagues, vendors and presenters – they are a wealth of knowledge!
 - #1 Open mind – for new ideas.



Pennsylvania Financial Aid Training Program

Submitted by
 Ken Grugel, Chair
 Don Raley Institute

Don Raley Institute Gives Beginners a Solid Foundation

This year's Don Raley Institute was held from June 14-18 on the campus of Dickenson College. There were 44 students in attendance from 16 Pennsylvania counties and one student from West Virginia. Four faculty members rotated throughout the week providing a wealth of information to the aspiring financial aid administrators. Thanks to Carolyn Julian, Ryan Hannigan, Melissa Ibanez and Bill Hoyt who served as faculty for the training. New this year, the faculty composition was two from the previous year and two new volunteers with one senior instructor staying for the entire week. This new concept makes the commitment for faculty two years instead of three with the hope that more volunteers will step forward.

The comprehensive weeklong agenda included:

- An overview presentation of financial aid in power point format
- Customer relations discussion after watching videos "FISH!" and "FISH! STICKS"
- Completion of a FAFSA
- Application and eligibility criteria
- The ever-popular needs analysis
- Hand calculating and EFC
- Budgets
- Verification
- Awarding and packaging
- Title IV and state programs
- FFELP programs
- Reporting and reconciling awards
- Records retention
- The legislative process and professional involvement
- Discussion on change with "Who Moved My Cheese?"

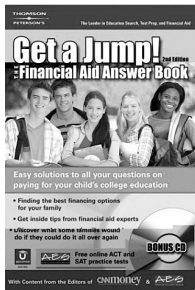


Don Raley participants in the classroom.



Bill Hoyt covers factors that influence the cost of attendance with the Don Raley group.

A new feature to Don Raley this year was the addition of daily quizzes. At the conclusion of each day's instruction, students were given 10 true or false questions. The instructors reviewed the quizzes and explained why each answer was true or false. This activity helped to reinforce the day's learning and lessened the stress of the final exam held Friday prior to graduation.



Each student received a training manual of the lessons and for use as a reference tool back in the office. The students were also provided with a second book, compliments of AES/PHEAA, entitled, Get a Jump! The Financial Aid Answer Book, published by Thompson/Peterson's, 2004.

Participants this year enjoyed more dinners and activities at the "Depot." Tuesday evening the Don Raley group joined the Financial Aid Basics class for a picnic. Wednesday was a night at the movies. Thursday evening, the group had make-your-own tacos, salads and sundaes followed by another night of movies.

Thanks to this year's Don Raley training committee:

Ken Grugel (Chair)	Clarion University of PA
Carolyn Julian (Co-chair)	Penn State-Harrisburg
Ryan Hannigan	Messiah College
Melissa Ibanez	University of Pittsburgh-Bradford
Bill Hoyt	Consolidated School of Business
Dwight Horsey	Millersville University of PA
Elizabeth McCloud	Elizabethtown College



Don Raley group "class picture."

This year's Don Raley participants were:

Irma Allen	ICM School of Business
Jennifer Allen	Widener University
Barbara Atkinson	Harrisburg Area Comm. Coll.
Kimberly Benns	Community College of Phila
Steven Boarder	Alvernia College
Beverly Brown	Harrisburg Area Comm. Coll.
Jillian Carroll	Hunter Consulting
Deborah Cawley	Widener University
Cynthia Costello	Career Training Academy
Stephanie DeMuro	Harrisburg Area Comm. Coll.
Stephanie Ernst	Reading Area Comm College
Pamela Gallimore	Community College of Phila
Darcy Gannon	East Stroudsburg Univ. of PA
Serena Gayle	Immaculata College
Valene Goodlin	Pittsburgh Technical Institute
Christina Gormley	Gettysburg College
Pat Haines	Immaculata University
Sue Hauer	Neumann College
Mandy Hefner	Business Institute of PA
Stephanie Hontz	Moravian College

Beatrice Jones
Steffen Knight
Corinne Lord
Holly Lutz
Nina Mollica
Karl Olschesky
Jennifer Palmer
Gregory Fisch
Melissa Rakes
Heather Reber
Pauline Reedy
Sharon Roberts
Bonnie Runner
Peggy Sheffler
Christine Stockner
Fred Taggart
Thomas Vo
Christina Ward
Elizabeth Zilinski

Community College of Phila
Community College of Phila
Alvernia College
Reading Area Comm. College
Reading Area Comm. College
Indiana Cosmetology Academy
South Hills Sch of Bus & Tech
LaSalle University
Delaware Tech & Comm College
Thompson Institute
Kings College
Lancaster Sch of Cosmetology
CPI
Susquehanna Cty Career & Tech Ctr
Business Institute of PA
Pittsburgh Technical Institute
Harrisburg Area Comm. College
Kings College
AES/PHEAA

Financial Aid Basics Covers Essential Aid Information

Submitted by
Bernard McCree, Chair
Financial Aid Basics



Instructor Holly Kirkpatrick addresses the return of Title IV funds with the Financial Aid Basics Group.



Financial Aid Basics "class picture."

There were 16 participants this year including a number from the financial aid sector at the Financial Aid Basics (FAB) sessions held June 14-June 16 at Dickinson College, Carlisle. Holly Kirkpatrick, Assistant Director of Enrollment Management at Arcadia University and Michael Grossman, CFP for Norristown Bell Credit Union were presenters. Overall comments were positive from the evaluations submitted.

The Financial Aid Basics participant's are given an overview of basic financial aid processes and information. The instructors discuss FAFSA, regulations, eligibility, financial aid programs, delivery of aid, reporting requirements as well as communication, professional judgment, enrollment management and more. Faculty use group discussion and role playing to enhance the learning process.

Financial Aid Basics is held every other year with the next three-day workshop scheduled for 2006. Since FAB is geared more to our non-financial aid colleagues, the financial aid community will be asked to encourage those from the admission and financial affairs side of our universities to attend. Thanks to Diana Sheehan, Tina Reinhoehl and the staff at AES for their tremendous efforts.

Thanks also to the FAB committee:

Bernard McCree (Chair)
Chanel Greene
Michael Grossman

Heidi Hunter
Ginger Kline
Holly Kirkpatrick

This year's Financial Aid Basics participants were:

Erann Bear	Gettysburg College
Marsha Bissett	West Virginia University
Nancy Chalker	Citizens Bank
Chris Corrato	University of the Sciences in Phila
Mary Cottrell	West Virginia University
Kathleen Edmiston	Cambria Cty Area Comm College
Edward Flocco	University of the Sciences in Phila
Mike Gaugler	Members 1st Federal Credit Union
Lora Horsey	Philadelphia Scholars
Lois Johnson	PA State System of Higher Education
Jeremy McCool	Clarion University of PA
Yvette Piccolo	Shippensburg University of PA
Jennifer Swartzwelder	Electronic Institute
Carrie Thompson	Clarion University of PA
Barbara Zlotorzynski	Service 1st Federal Credit Union



Scott Miller discusses Reauthorization issues.

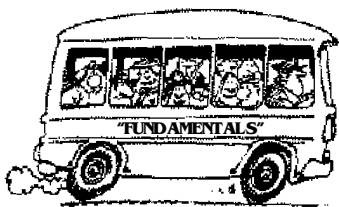


Greg Martin, USDE, looks at federal regulations with Financial Aid Basics participants.

Pennsylvania Financial Aid Training Program

Submitted by
Marykay Klara, Chair
Training Committee

Fundamentals Training to be Held Before Conference



PASFAA's Fundamentals Committee has put together an exciting workshop to be held prior to the Conference October 16-17 at the Penn Stater in State College. The purpose of this workshop is to provide a short, basic training session for new financial aid administrators with two years or less experience. Designed to be informal, it will offer a comprehensive overview for new aid administrators. Topics will include the application process/EFC, cost of attendance, packaging, verification, Pell Grant, Campus-Based aid, loan programs, NSLDS, professional judgment, overawards, and record retention/reporting requirements. Those attending will receive a training manual that will include copies of the slide presentations as well as supporting materials.

We are pleased to have Mary Kosin, Director of Financial Aid at Luzerne County Community College, and Rachael Lohman, Director of Financial Aid at Wilkes University, as presenters this year.

This cooperative effort of PASFAA and American Education Services (AES) has on-line registration at www.aessuccess.org/higher_ed/training_opp/trainingeventschedule.shtml by October 1, 2004. Cost is \$40 per person.



Tonya R. Anthony, Financial Aid Counselor at Millersville University of PA, has this to say about the Fundamentals Workshop, "Two years ago, I attended as a participant. Then last year I was a co-presenter for the workshop. As a participant, I learned about topics of financial aid that I had not previously been exposed to. As an instructor, I was able to learn more about financial aid topics in-depth. The experience for me was invaluable because what I learned, as both a participant and instructor, has helped me perform my job much better as a new financial aid administrator."



We greatly appreciate the time, talent and efforts of the PASFAA Fundamentals Committee for this year which includes:

Melissa Walsh (Chair)	Mary Kosin
Claire Tatlow (Co-chair)	Rachael Lohman
Marguerite Borst	Pauline Reedy

Counselor Workshop Training at PASFAA Conference

Submitted by
Alison Seagle, Chair
Counselor Workshops

Coming this November, PASFAA and PHEAA will again team up to offer Counselors Workshops at 38 sites across the Commonwealth. PASFAA volunteers and PHEAA regional directors will present an overview of federal, state, and institutional financial aid procedures, applications, and delivery processes. The workshop is pertinent to all counselors, whether veteran or novice. PASFAA solicited volunteers via a blast e-mail to serve as presenters or registrars and assignments were made in September. If you have any questions about your assignment or otherwise, please feel free to contact Sandra Cronin at (412) 392-3930 or scronin@pointpark.edu.



The workshop materials will be mailed to presenters prior to the PASFAA conference. At the conference on Tuesday morning, October 19, a training session will be held where the format, content, supplementary materials, and Power Point presentation will be reviewed, and questions will be answered. This series of workshops is very helpful to counselors and volunteering as a presenter or registrar is a great way to get more actively involved in PASFAA.

Thanks to all the members of the Guidance Counselor Workshop Committee:

Alison Seagle (Chair)	Marian Hargrave
Joe Alaimo	Kerry Paoletta
Jim Cardinale	David Smedley
Sandy Cronin	Christine Zuzack

Financial Aid Community & AES Bid Farewell to Joyce Lattig

Submitted by
Jan Napiltonia
AES

After 27 years of dedicated service, Joyce Lattig logged off the Need Analysis screens and retired from AES/PHEAA on June 18. Joyce's career started as an elementary education teacher having taught first and second grade in both New Jersey and Pennsylvania. Joyce's love of children and young people was clearly evident in her dedication to the mission of AES/PHEAA, "Creating Access to Higher Education."



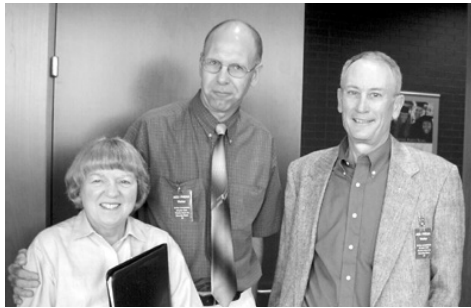
Joyce's first job at AES/PHEAA was working for Nancy Speidel in School Eligibility. She had worked for Nancy for about a year when Vince Racculia hired her. Joyce worked for Vince for many years and was instrumental in making the Need Analysis and Packaging System what it is today.



Bob Latta, Westminster College, adds his good wishes for Joyce's well-deserved retirement.

Joyce has meant a lot to schools over the years. She has always been considered the "go to" person when there is a question. If she didn't know the answer (which was rare), she knew who to go to for it. Schools have relied on her over the years and it seems at times they thought of her as an extension of their own staff. This is evident by the number of FAO's who called her several times a week and even daily in some cases. Joyce always had a kind word, no matter how busy she was.

Upon announcing Joyce's retirement to the aid community, Jerry Rogers received the following comments from Spencer Strange of Temple University:



Joyce is joined by John Bieryla (center), Bloomsburg University of PA, and John Morris, Temple University.

"Joyce and I go back some 22 of her 27 years with PHEAA. Gosh, it's kind of hard to even fathom PHEAA without Joyce. Joyce is a very good friend. She is one of the nicest, most knowledgeable persons I have ever had the pleasure of meeting (and that covers a lot of people over the years)."

Joyce describes the highlight of her career as the early days of her tenure at AES/PHEAA when she was first building the Need Analysis System. She speaks fondly of the advisory committee meetings and how much fun they were. If there is anything that Joyce did not like about her job, it was if she had to disappoint a school. As a result, she spent countless hours away from her family working on projects so as not to disappoint. Her dedication and loyalty to AES/PHEAA over the years made her a key player to schools and Agency staff alike. She will leave a big hole that will not be easy to fill.

Joyce does not have any long-range plans for her retirement. She will be relaxing and spending time with family with a couple of trips planned to Texas and Virginia to visit family that she has not seen for awhile. Thanks, Joyce, and enjoy your retirement!



Tom Malloy, Temple University, lets Joyce know that she will be missed by all of us.



Vince Racculia, AES, and Shari Howell, Penn State, offer their wishes to Joyce for a happy retirement.

Government Relations Committee Continues Outreach Work

Submitted by
David Smedley
PASFAA Vice President

Distribution of the voter registration and political awareness brochure, *Behind the Ballot Box*, continues. Formal correspondence has been received from six members of the PA General Assembly complimenting the GRC on the brochure's content and purpose. Legislators acknowledging receipt of the brochure include Elinor Taylor (R, 156th District; Majority Caucus Chair and PHEAA Board Chair), Scott Boyd (R, 43rd District), Melissa Murphy Weber (R, 148th District), Kate Harper (R, 61st District), Tina Pickett (R, 110th District), and Steven Cappelli (R, 83rd District). In addition, copies were mailed to every member of the Pennsylvania Senate and House in April (with postage donated by VFMAC), and will be mailed shortly to every Member of Congress.

Also, the chair for the GRC is currently working on informing Pennsylvania Congressional Delegation staff about the High School Guidance Counselor workshop series to facilitate their constituent services.



The GRC chair, David Smedley co-presented a session at the NASFAA conference on "Creating Good Government Relations". David's co-presenter was Karen Fooks, (DFA at the University of Florida, NASFAA Board member and a former state and regional president) who offered this compliment to the GRC in a letter after the conference:

"PASFAA has done some really good work on legislative relations and the brochure for students in particular is a quality piece. I'm sure a number of the attendees will choose to "borrow" both the brochure and legislative guide for their own states, regions, other professional associations or schools. It's obvious your committee put a lot of time and effort into this initiative."

Incoming VP Extends PASFAA's Welcome to Campus Visitors

Submitted by
Carol Handlan
Government Relations Committee



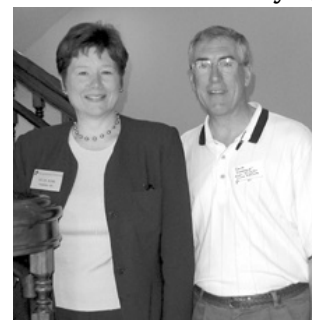
Incoming PASFAA VP, Carol Handlan, welcomes Representative Lawrence Curry (D-District 154) to Susquehanna



(l tor) Ward Caldwell, Asst. Dean of Student Life at Susquehanna University, Representative Jess Stairs (R-District 59), Mary Young, AICUP VP of Government Relations and Helen Nunn, DFA at Susquehanna University

As a member of the Government Relations Committee, I recently took advantage of a rare opportunity on the Susquehanna University campus. I had the distinct pleasure of meeting with a number of Pennsylvania government officials. Senator John Gordner (R-District 27) visited the campus on July 28 and I was able to spend an enjoyable lunch with the Senator. Then during the first week in August, Susquehanna University hosted the weeklong Governor's Institute. Approximately 12 members of the House of Representatives Education Committee attended. It is noteworthy to mention that Dr. Dave Dumeyer, Executive Director of the House Education Committee, is also a 1969 graduate of Susquehanna University.

At a special meet-and-greet reception during the Governor's Institute, Helen Nunn, Director of Financial Aid at Susquehanna University, and I attended along with many other university officials and local dignitaries. Representative Jess Stairs (R-District 59) had just attended the state grant formula hearing the day before and was able to share some of that day's events with us. Some further discussions with the Representatives in attendance included college costs, our PASFAA organization, and I also made sure to distribute copies of the *Behind the Ballot Box* brochure.



Helen Nunn is joined by Dr. David Dumeyer, Executive Director of the House Education Committee.



WASHINGTON UPDATE

Submitted by
Scott Miller
Federal Relations
Director, AES/PHEAA

Congress Heads Home with a Whimper, not a Bang

I don't know about you, but I fully expected to be spending a great deal of time this fall helping the members of PASFAA understand all of the changes made by the Higher Education Amendments of 2004. Yes, in my ideal world, Congress would have completed the reauthorization of the Higher Education Act in September or early October and we would all be involved in trying to figure out exactly what they had done and how it would make our lives easier or more difficult, which students would be the beneficiaries of new or expanded programs, and how the Department of Education was planning to implement these new initiatives.

But, that dream has not become reality. The 108th Congress will adjourn without completing reauthorization and without a clear indication of what form the reauthorization will take in the 109th Congress. With the results of the November elections still to be decided and with uncertainty regarding those who will take up the mantle of the education leadership in the House and Senate in 2005, it is very difficult to even begin to speculate on what reauthorization will look like in the next Congress or even when it will be considered. We are only left with the task of trying to figure out what went wrong in 2003-04 and whether we can overcome those obstacles in the future.



The November elections could change the course Reauthorization takes. Here, President Bush conducts a Town Hall meeting on the Kutztown University campus July 9.



Members of Congress are sworn in in this file photo. For much of the Reauthorization process this year, there was little progress.

some new players in key positions with the education committees in the Congress, possibly bring with them new staff, who may have very different views on how to conduct the process and on which issues need to be considered. And that is regardless of the results of the November elections, which could prompt wholesale changes in the education leadership.

So, stay tuned and stay involved. Think of this as a second chance to think up new and important ideas that can once again be considered as part of the reauthorization process. As always, make sure to contact your Members of Congress and Senators to let them know of your ideas and, while you're at it, to urge them to conduct a bi-partisan reauthorization process for the ultimate benefit of students.

It is pretty clear that extreme partisanship is going to take the lion's share of the blame for the failure of Congress to complete the reauthorization. From the very beginning of the process Republicans and Democrats seemed far more interested in sniping at each other than in working with each other. Rather than exchanging ideas and trying to work out compromises, the Republican and Democratic leaders in the Congress exchanged strongly worded press releases and worked on emphasizing their differences. This seemed to "poison the well" early on and doom the process to failure. Attempts this spring to reach bi-partisan agreements never really got off the ground and hopes for completing reauthorization this year dissolved. In the Senate, it seemed that the partisan fervor was at such a high pitch that education leaders could not even get their reauthorization process started.

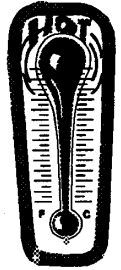
This, of course, is in contrast to prior reauthorizations, which seemed to be models of bi-partisanship. Some of us remember the 1970's and 1980's when Senator Claiborne Pell (D, RI) and Senator Robert Stafford (R, VT) worked in tandem to produce legislation that could gain the support of nearly all the Members of the House and Senate, regardless of party affiliation. Even as recently as 1998, bi-partisanship was the watchword for the reauthorization. Rep. Howard "Buck" McKeon (R, CA) and Rep. Dale Kildee (D, MI), the Chair and Ranking Democrat on the Postsecondary Education Subcommittee in the House, held weekly breakfast meetings to map out their strategy for reauthorization and to develop compromises that they could bring to the members of the committee for approval. The result was a reauthorization that addressed some very difficult issues and was completed on time!

So, where do we go from here? Simply, we move into next year. Hopefully, all of the work done by Members and, especially staff, won't go to waste and we will not have to start from scratch in 2005. There is a solid foundation to build upon, given all of the fact-gathering accomplished through an extensive series of public hearings and through submissions by interest groups, schools, and individuals. It would be a great loss if those efforts were ignored in 2005.

It is difficult to predict how reauthorization will play out in the 109th Congress. We are likely to see



What's

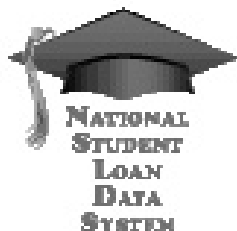


on the Hill?

This is the third in a series of articles for the "Compliance Corner."

Enrollment Reporting Requirements

Submitted by
Kathy Gates
Newsletter Editorial Board



A school must develop procedures to ensure that student enrollment status changes are reported correctly and in a timely manner to the guarantor and/or the lender. All schools with the exception of foreign schools must report enrollment status changes to the National Student Loan Data System (NSLDS). Schools may elect to satisfy this requirement through participation in the National Student Clearinghouse.

The accuracy of Title IV student loan records depends heavily on the accuracy of the enrollment information reported by schools. Enrollment information must be reported whenever attendance patterns change for students. These changes include reductions or increases in attendance levels, withdrawals, graduations, or approved leaves-of-absence. The enrollment status information is used to determine the student borrower's eligibility for in-school status and grace period. It is also critical for determining when the student enters repayment and for determining deferment eligibility.

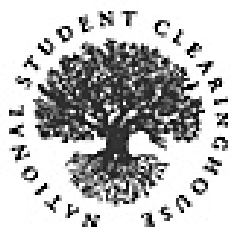
The following are the valid Enrollment Status Codes to be used in a submittal file or for Enrollment Update on the NSLDS web site:

- A** Leave of absence (Only use this status if the leave of absence complies with the requirements of 668.22 (d) (2).)
- D** Deceased
- F** Full-time
- G** Graduated (The date to be reported is the date the student completed the course requirements, not the date of the school's official graduation ceremony when diplomas or certificates are awarded.)
- H** Half-time or more, but less than full-time
- L** Less than half-time
- W** Withdrawn (Either voluntary or involuntary)
- X** Never attended
- Z** No record found



Verify a Degree
or Enrollment

A student is considered to be continuously enrolled during academic year holiday and vacation periods. A student is also considered to be continuously enrolled during a summer break between academic years – even if summer sessions are offered and the student does not enroll in a summer session – provided that the school expects the student to enroll in the next regularly scheduled term. For example, a student should not be reported as "withdrawn" after the spring term if the student is expected to enroll in the subsequent fall term. However, if the student does not enroll in the subsequent fall term, the student's status must be changed to "withdrawn" with an effective date of the last date of attendance.



It is vital that the school reports the accurate enrollment status for each student. If a school does not report to the NSLDS directly or through the use of a third-party servicer such as the National Student Clearinghouse, the school is not in compliance with the enrollment reporting requirements. Questions on the proper completion and submission of enrollment data to NSLDS should be directed to the NSLDS Customer Service Center at (800) 999-8219.

Reference: NSLDS Enrollment Reporting Guide, January 2004

Task Force Evaluating State Grants

Submitted by
Kathy Gates
AES



Representative Jess Stairs (R-District 59), at microphone, is serving as Chairman of the State Grant Task Force.



Bonnie Lee Behm, DFA at Villanova University, and Stacey Williams, a junior at Villanova, provide testimony in support of the grant program at the first public hearing August 3 at Temple University.

Recognizing the increasing costs of tuition and the eroding purchasing power of State Grant awards, PHEAA recently formed a Task Force to evaluate the awarding formula of the Pennsylvania State Grant Program. The Task Force is in the process of evaluating the formula's ability to keep pace with steadily rising tuition costs and limited state funding.

The AES/PHEAA Board of Directors assesses the most recent state appropriation on an annual basis and modifies the awarding formula based on several factors, including expected tuition costs and numbers of new applicants. The current awarding formula preserves the maximum State Grant award of \$3,300.

The Task Force will determine if the program is adequately meeting the goals established by Act 541, the founding legislation of the program, and decide if additional changes to the awarding formula are needed to meet the educational needs of Pennsylvania as envisioned by the General Assembly. The AES/PHEAA Board of Directors authorized \$40 million from AES/PHEAA's business earnings to be used for grant aid to help support students during the transition to a new awarding system.

The Task Force is holding several public hearings and focus group meetings throughout the Commonwealth to provide individuals, associations and organizations the opportunity to address the Task Force with their comments on the State Grant Program's awarding formula.

In addition to the Board of Directors' Committee on Need Analysis and Aid Coordination, the Task Force is comprised of representatives from AICUP, PAPSA, PCCC and SSHE. Six Pennsylvania student aid professionals representing all higher education sectors are serving, as well as a representative from the school counselors association.



Members of the State Grant Task Force listen to testimony at the August 3 public hearing.

Panelists pictured at right in attendance at the August 3 public hearing were (left to right) Mark Lafer, Vice President-Research and Policy Analysis; Jim White, AES outside Counsel; Rep. Jess Stairs, Chair-State Grant Task Force; Michael Dotts, Assistant Director-PA Commission for Community Colleges; Annmarie Weisman, Director of Admissions and Financial Aid-Episcopal School of Nursing; Jean Walker, Director of Financial Aid-Butler County Community College and PASFAA President; Lois Johnson, Director of Financial Management-PA State System of Higher Education; and Vince Racculia, Executive Vice President-State and Federal Programs-AES/PHEAA.

NASFAA Unveils Web-based Training at LearnStudentAid.org

Submitted by
Mindy Kaplan Eline
NASFAA

Financial aid administrators are expected to keep pace with the ever-changing laws and regulations, yet training is often unavailable and/or unaffordable. LearnStudentAid.org is the first learning community on the Web created by financial aid administrators for financial aid administrators and was unveiled at the annual NASFAA conference in Minneapolis. With LearnStudentAid.org, staff can participate in training from their office or home computer. Web-based training eliminates travel time and expenses and allows staff to be trained as soon as they are hired.

LearnStudentAid.org is different from other online training in that it is a classroom environment without the classroom. Each learner is assigned a mentor/moderator – an experienced financial aid administrator – who answers questions, guides the class through the course, and provides opportunity for interaction with other classmates via discussion forums and chat rooms.



The first four courses, which began September 1 and the first of every month thereafter, are part of the Financial Aid Fundamental series. Additional courses will be unveiled next year. For more information, course descriptions, and to register for courses, please visit www.LearnStudentAid.org.

NATIONAL ASSOCIATION OF STUDENT FINANCIAL AID ADMINISTRATORS
1129 20th STREET NW SUITE 400 WASHINGTON, DC 20036-3453
PHONE: 202-785-0453 FAX: 202-785-1487 WWW.NASFAA.ORG

Submitted by
Kathy Gates & Mary Miller
AES

AES Holds Retreat for Advisory Committee Members



Retreat participants refer to their manuals during the meeting.

The Education Services Group of AES held their fourth retreat for financial aid staff on June 21-22 in State College at the Toftrees Resort. Financial Aid staff from more than 50 schools were invited to attend this annual event in appreciation for their service on various advisory committees throughout the year. Some of the topics presented at the business meeting were: enhancements of the new loan origination system, award notification on the Web and promotion of the Upromise program.



Ruth Cramer (left) and Jan Napiltonia relax during the evening reception.

Vince Racculia, Executive Vice President for State and Federal Programs, provided an overview for the upcoming PA State Grant Formula Hearings and Focus Groups that would be occurring throughout the Commonwealth during the next several months. Jody Angelini, of the AES Enterprise Security Office, explained the Enterprise security strategy including the detection, prevention, containment and deterrence mechanisms that are in place to protect and maintain the Agency's assets.



(l to r) Mike Nolan, Georgia Prell and Matt Williard catch up.



Jim Trieber (left) listens as Vince Racculia, on behalf of AES, presents him with a certificate of recognition for his longtime service to financial aid upon his impending retirement.

Special recognition was given to Jim Trieber, Director of Financial Aid at Gannon University. Jim has worked with Gannon for 37 years and plans to retire October 29, 2004. Vince Racculia, Executive Vice President of AES, presented Jim with a certificate of recognition for his service and contribution to AES and to the financial aid profession.

EASFAA Update

Submitted by
Gary Means
EASFAA Liaison

EASFAA had its annual retreat for new council on June 13-15, 2004 at The Sagamore at Bolton Landing, New York. The agenda included a number of reports by officers and committee chairs as well as a review of the policies and procedures of the organization. The EASFAA Mission statement was reviewed and the budget for the upcoming year was presented, discussed and passed.



Planning is ongoing to prepare for the NASFAA Fall training that will be put on by EASFAA in Pennsylvania in the month of November. The subject this year will be student loan programs. Training will cover frequently asked questions, provide the latest guidance received from the Department of Education, and clarify areas that often cause confusion. Topics include borrower eligibility limits, loan limits, loan periods, etc. Check the EASFAA website at www.easfaa.org or the NASFAA website for more detailed information. Cost will be \$25 for EASFAA members and \$75 for nonmembers (includes \$50 membership dues).



Future conference sites were also discussed at the retreat. In May 2006, the EASFAA conference will be in Burlington, Vermont from May 7-10. The site for 2007 is still being finalized but will probably be at Niagara Falls, and the site for 2008 will be in Portland, Maine. The 2005 conference will be Atlantic City, New Jersey at Bally's Park Place, and the committee, chaired by David Sheridan, is already hard at work. Session proposal forms are on the website. Further information can be found in the EASFAA newsletter which can be accessed on EASFAA's website.

NASFAA Conference 2004

"Helping Students Make It After All"

Submitted by
Jean Walker
PASFAA President

Minneapolis, Minnesota played host to the 2004 NASFAA Conference, July 17-20. The conference theme was a take off from the 1970's hit television sitcom, the Mary Tyler Moore Show. The show, set in Minneapolis, centered around the lead character of Mary Richards, a 30-ish, single, working woman trying to make it in the male-dominated television news business. Just as Mary Richards was able to overcome obstacles to "make it after all," aid administrators in attendance at the conference were being challenged to find ways to help their students achieve their education goals and "make it after all" as well.



(l to r) Bonnie Behm, Rachael Lohman and Jean Walker relax by the NASFAA booth.



Renowned surgeon, Dr. Benjamin Carson speaks about how college and financial aid helped support him be able to do his life's work.

Dr. Benjamin Solomon Carson, Sr., one of the conference's speakers, shared the inspirational story of his life's journey from a frustrated, bad tempered inner-city youth to a world-renowned surgeon credited with revolutionizing pediatric surgery and saving countless lives. Dr. Carson grew up in a single parent home in dire poverty and would never have been able to attend college and achieve his educational goals without the assistance of student financial aid. While keeping extremely busy as the Director of Pediatric Neurosurgery at the Johns Hopkins Medical Institutions, Dr. Carson still finds the time to speak to groups (including elementary, middle school, and high school students) all across the country about the importance of education. Dr. Carson is the president and co-founder (with his wife, Candy) of the Carson Scholar's Fund, Inc., a non-profit organization established to help our nation's children stay competitive in science, math, and technology, as well as balance academic achievement with the high esteem our society gives to sports and entertainment.



The conference offered a variety of interest sessions provided by fellow financial aid professionals, Department of Education officials, and business representatives covering a broad range of issues from technical updates to personal and professional development.



(l to r) Nancy Chalker, Bill Irwin, Rachael Lohman, along with Rachael's husband, enjoy some free time.

A number of PASFAA members attended the conference with the following serving as presenters: Mary Miller, AES; Adele Marsh, AES; Mike Nolan, AES; Rick Stambaugh, AES; Ralph Hosterman, Penn State University; and David Smedley, Valley Forge Military Academy and College. Moderators included: Christine Zuzack, IUP; Bill Irwin, Lock Haven University of PA; and Jean Walker, Butler County Community College.



Mary Miller, AES, teamed up with Rose Mary Stelma, East Carolina University, to present "How to Run a Successful Meeting and How to Develop Committees".



(l to r) Bill Irwin, Chris Zuzack, Fran McKeown, Julie Salem and Dwight Horsey make up some of the PASFAA contingency at NASFAA.

Mary Miller, AES, also served on the Leadership Development and Professional Advancement Committee which received NASFAA's Committee of the Year Award. This award recognizes the committee that has made some contribution to the advancement of the objectives of the Association in a manner which is either unique or truly significant.



Penn State staff (l to r) Bob Quinn, Maggie Smith and Bob Snyder pause in the vendor area.

Copies of many of the interest session handouts can be found on the NASFAA website. Looking ahead, next year's conference is being held July 3-6, 2005 in New York City. I would encourage everyone to attend as it truly is a wonderful opportunity to meet and learn from your peers!

This is the second in a series recognizing the achievements and commitment of financial aid professionals whose modest dedication we gratefully acknowledge.

Lucky to Have Lucky featuring "Quiet Hero" Lucky Hill

Submitted by
Alisa DeStefano
Newsletter Editorial Board



men-tor (men'tôr) noun A wise and trusted counselor or teacher, especially in an occupational setting.

In a career that spans over 30 years of commitment and service, Lucky Hill is the epitome of mentor and teacher in the field of financial aid. What sets Lucky apart is not just all of her accomplishments, but the effect, both professionally and personally, she has on the individuals that cross her path. Many cite Lucky as their mentor and state that because of her, they became more involved in PASFAA and other financial aid organizations and assumed more responsibility in their offices and careers. Recognition of her contributions is not limited to the financial aid field; Lucky is the recipient of the Northeast Woman Award, sponsored by the Scranton Sunday Times and awarded to prominent women who have made special contributions.

Lucky's career in higher education began as Assistant Director of Admissions at Keystone Junior College in 1969. In 1970, she moved on to be the Director of Financial Aid at Keystone until 1989. After retiring, Lucky started her own financial aid consulting company, Hill Associates in 1990 and is currently a consultant to many colleges in Pennsylvania. In a time when most retirees are kicking back, Lucky stepped up to assume the Interim Financial Aid Director position at Lackawanna College from 1993 to 1995, and again from 1999 to 2002.

Professionally Lucky has been involved in PASFAA since its formative years and served as Secretary/Treasurer (when it was a combined office) for many years in the 1970's. More recently she served as PASFAA's first Historian, compiling and centralizing volumes of information dating back to PASFAA's inception in 1969.



Lucky Hill is recognized as PASFAA's first historian by Bill Burke at the 1999 PASFAA conference.

Lucky feels fortunate to have mentors of her own that she credits with supporting her in her financial aid career, most notably Jean Lynott, PASFAA President 1975-76 and former Director of Financial Aid at Marywood University. "She offered me the opportunity to get involved and do some training workshops," Lucky notes. And that was just the beginning. Now Lucky is passing these opportunities on by being a mentor, and much more, to those who desire to accomplish more in their financial aid careers. In addition to mentor, Lucky has been a teacher, encourager, office organizer, champion of the students, and good friend to many financial aid administrators.



Lucky and other Northeast PA financial aid colleagues donned period costumes at Seven Springs in this circa 1982 photo.

Mentor

Many feel that one of Lucky's strengths is her mentoring ability. According to Rachael Lohman, Director of Financial Aid at Wilkes University and PASFAA President, 1989-90, EASFAA President, 1994-95 and NASFAA National Chair, 2000-01, Lucky "always looked for the potential in an individual, then helped him/her reach that potential." This sentiment appears time and again in colleagues' conversations about Lucky. "She is more than happy to take the time to listen to your questions and come up with an answer for you," says Stanley Strutski, Director of Financial Aid at Marywood University, and "She has years of experience and is willing to share that with all of her colleagues." In other words, she not only wants others to benefit from what she has learned, but to gain their own years of experience as well.

When asked whom Lucky has mentored, the response from several financial aid professionals was unanimous – everyone! "I don't think

there's a person in the northeast (of Pennsylvania) that Lucky hasn't helped," Lohman states. Strutski concurs, "She has been a mentor to everyone."

Teacher

Barbara Hapeman, Director of Financial Aid at Lackawanna College, knows first hand what it is like to have Lucky as a teacher. In 1999, Lucky hired Barbara and trained her to step into the financial aid director position Lucky had assumed as an interim. "She was always willing to teach someone and was open to them learning as much as they wanted to. I appreciate that now. Basically she taught me all I know."



Lucky is shown with fellow NEPIC members - many of whom call her a mentor - in this 1989 photo at Sheraton Station Square.

Encourager

"I will never forget how I first met Lucky," says Bill Burke, Director of Financial Aid at The University of Scranton and PASFAA President, 1998-99. "It was at a NEPIC (North Eastern Pennsylvania Independent Colleges) meeting." Burke was new to the financial aid field and feeling somewhat intimidated by all of those who had so much more experience than he. "Then Lucky came in and lit up the room with a beautiful smile," Burke remembers, "And said - Who is this handsome young man we have with us today?" - She made me feel so comfortable and welcome." She went on to encourage Burke to get involved with PASFAA, which led to his vice presidency and presidency of the organization, as well as other volunteer work.



Organizer/Manager

At Lackawanna College, Lucky's reputation for organizational systems and efficiency reached beyond the Financial Aid Office. According to Hapeman, the Chief Financial Officer at Lackawanna has much respect for Lucky. As the interim Financial Aid Director, she structured the reporting system so he would be informed of pertinent information quickly and efficiently. "To this day, he has the highest regard for her," says Hapeman.

Jo Grasso, Associate Director of Financial Aid at Lackawanna, credits Lucky with being very receptive to new ideas from the staff and open to new ways of doing things to make the office more efficient. "She was always open," says Grasso, "And you could always voice your opinion, even if she didn't agree. She allowed you to grow and I have come a long way (because of her)."

Committed to the Students... and the Regulations

Lucky's influence in the financial aid field has a basic foundation - she's passionate about serving students. Burke notes that Lucky has influenced him in his service to students "by her presence and continued outspoken support for the students. She keeps the fire burning (in aid administrators) because of her passion for students and the needs of the students we're serving."



Hard at work, Lucky filled in as interim financial aid director at Lackawanna College twice.

But she is just as committed to the regulations that govern the aid programs that benefit students. Hapeman notes that she was very firm with students, while committed to the regulations, but was "very mild and low-keyed, no matter how agitated the students got." Hapeman remembers an incident that illustrates Lucky's ever-present sense of dignity in how she interacted with others, whether they were colleagues, parents, or students. "She was always a gentle woman, very respectful of others, and never got riled." As the story goes, a student came into the office and became so upset over her aid package that she began to hyperventilate. Lucky (in her characteristic way) found a paper bag, gave it to the student, and helped calm her down, but stuck to the regulation.



Friend

You can't seem to interact long with Lucky without considering her a friend. Your relationship might start out as a professional one, but according to Strutski, "She becomes a friend, a wonderful friend to everyone." And this sentiment is repeated consistently by those who know her.

Burke describes an incident that he feels sums up Lucky's approach to others in a



professional and personal realm. Lucky owns a horse farm and is an accomplished equestrian. So, at a PASFAA Conference, Lucky organized some conference goers to go horseback riding. One individual was not experienced around horses and was a bit nervous, but Lucky assuaged his fears and off they went on the trail. As fortune would have it, something spooked the reluctant rider's horse and it lunged into a full gallop, taking his unwilling and nervous rider along. Lucky broke from the line of riders and galloped after them, grabbed the reins, and calmed down both horse and rider. This horse incident personifies Lucky and her impact on others – she is there to calm, help, guide, and encourage others to be all they can be.

Strutski summed Lucky up best when he said, "She is one of the finest financial aid professionals that I have ever come in contact with. Her dedication to her institutions where she worked and to the students is just remarkable."

PASFAA expresses its heartfelt thanks to this lucky charm of a lady, Lucky Hill.



This is the third of a series of articles with helpful suggestions for the newest members of our profession.

So, You're New in Financial Aid? How to Find Your Facts

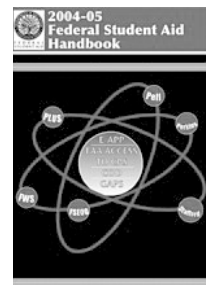
Submitted by
Kimberly McCurdy
Newsletter Editorial Board



Perhaps the wisest statement ever spoken to a new financial aid administrator is that no one knows everything about financial aid. When you think about it, the regulations are always changing so we are all constantly learning. Sure, others may know more than you, but that's the beauty of the financial aid community – it is always changing and growing. That means there are an abundance of resources beckoning to be of service.

So you're on a fact-finding mission and don't know where to begin. Relax! Take a deep breath; bring your patience and your perseverance. The answers are easy to find and could be at the tip of your fingers or a phone call away. Knowing where to look is key. You may have received aid in college or even worked as a financial aid work/study student, but things are different than they were five or even three years ago. The fundamentals may be the same, but getting accurate and timely information is essential.

One of the greatest resources for FAAs is the Federal Student Aid Handbook. This massive tome is a wealth of everything you ever wanted to know about financial aid but was afraid to ask. Divided into chapters from Student Eligibility to State Grant Programs, the U.S. Department of Education produces an updated version each year. You can keep a copy on your shelf for easy reference or you can access the Handbook online at the Information for Financial Aid Professionals (IFAP) website (www.ifap.ed.gov) brought to you by the U.S. Department of Education.



There are advantages to each version. By having the book, you can flip through and mark pages. Online, you can print the specific pages you need and place them right in the student's folder as documentation.



IFAP is also a source for verification worksheets, Pell tables, drug worksheets, cohort default rates and even training and videoconferences. When you don't know where to look, start here. You may be surprised at all of the information available in one place.

It would be remiss not to mention the NASFAA Encyclopedia as well as the Commonline Manual. While the NASFAA Encyclopedia is available at a cost to member institutions, the Commonline Manual is free. Check your office bookshelves

Using Mnemonics in the Aid Office

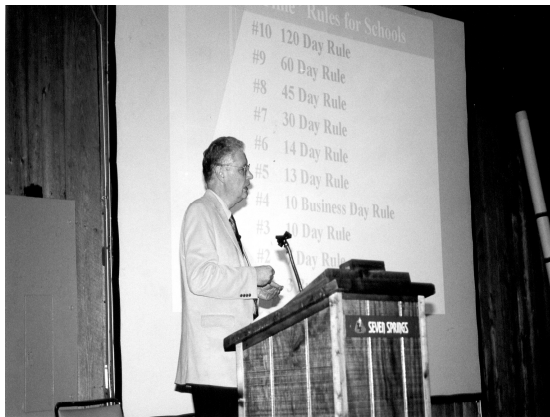
Submitted by
Kevin Armalay
Newsletter Editorial Board

mnemonics (ni-'mä-niks) noun A device, such as a formula or rhyme, used as an aid in remembering. Medieval Latin mnemonicus, from Greek mnemonikos, from mnemon, mindful, from mimneskesthai, to remember.

Mnemonics come in myriad shapes, sizes, and colors. They can be catchphrases, charts or graphs, tables or pictorials, from professionally-developed to hand-written personal notes.

While there can never be too many reference materials, sometimes rummaging through books or folders, files or training guides isn't efficient. Even with our current advancing technologies like the new PASFAA website (www.pasfaa.org), IFAP (www.ifap.ed.gov) and the online Federal Register (<http://www.gpoaccess.gov/cfr/retrieve.html>), browser bookmarks and favorites, sometimes it's just not easy to get your hands on the information you need now.

An excellent example of a useful mnemonic is the David Letterman-style top ten list of "days rules" presented by Rick Irvin, Vice President of Development and Regional Services at AES/PHEAA, at the 2003 PASFAA conference. This mnemonic aid is a very effective piece literally taking bits and pieces from many different topical references and putting them together in one easy-to-access, quick reference guide:



Rick Irvin delivers his Top 10 "Time Rules for Schools" at the 2003 PASFAA Conference in Seven Springs.

Rick Irvin's Top 10 "Time Rules for Schools"

—Adapted from his Regulatory Update, PASFAA Conference, October 2003

#10 120 Day Rule

Negotiation of loan checks
Release of EFT Funds
Delivery of late disbursements/post-withdrawal disbursements
Requesting voter registration forms

#9 60 Day Rule

Responding to unpaid refund allegations
Reporting information collected through exit interviews

#8 45 Day Rule

Completing verification requirements

#7 30 Day Rule

Earliest scheduled check disbursement date
Check delivery date
Issuing notice of crediting loan proceeds
Determining date of withdrawal
Returning Title IV Funds
Offering post-withdrawal disbursements
Reporting enrollment status changes
Responding to information requests from lenders or guarantors
Reporting student address changes to loan holders
Mailing exit counseling material

#6 14 Day Rule

Paying credit balances

#5 13 Day Rule

Earliest scheduled EFT disbursement date



- #4 **10 Business Day Rule**
Conditional delivery time frame
Returning undelivered loan proceeds
Submitting a change of ownership application
- #3 **10 Day Rule**
Crediting loan proceeds before the payment period
- #2 **7 Day Rule**
Wait before delivering loan proceeds
- #1 **3 Business Day Rule**
Delivery of EFT loan funds



Rick's incentive for creating this compilation was simple. "I get a lot of questions about the time frame for making refunds and the time frame for delivering loan proceeds; and so I thought it would be interesting to see just how many regulatory time frames there are that relate to the loan program," he said in a recent interview. As we can see from the collection, there are quite a few.



"Learning effective strategies does require effort, but once you have mastered them, the effort involved in using them is not great. The reason most people fail to use effective strategies is that they haven't mastered them properly," says Fiona McPherson of Capital Research Limited about using memory aids on her website www.memory-key.com. In other words, Rick's Top Ten list does you little good if you can't find it or if you don't know how to apply it. Organization is critical to this.

Memory aids such as acronyms (PASFAA, FAFSA, SAR, PIN) are probably among the most common in financial aid. Ever use this one? "Thirty days has September, April, June and November. When short February's done, all the rest have ___?" Sure, you know the answer is 31. This one still comes in handy once in awhile. And if you have fun with it, you can make up little ditties to help you remember things at work. Alliteration, rhyming, and visual aids also help to trigger memory.

Don't be afraid to develop some of your own mnemonics. Make judicious use of "stickies," use a little humor and designate for yourself a "forget-me-not spot" where you routinely place things of timely importance. Having things in the same place all the time helps to keep track of them.



When developing mnemonics for yourself, colleagues or students, remember to look for themes, such as Rick did with his "days rules." While the rules themselves talk about such topics as post-withdrawal disbursement and completion of verification, they all have one thing in common – they are all time limitations. By grouping these items by theme, Rick developed one powerful memory aid and quick reference piece for you to have at the ready next time you need a piece of information now.

We Saw You at...



2003-04 PASFAA Council and committee chairs at the June 24 meeting at the Penn Stater.



Jean Walker (far right) conducts the June Council meeting. Also pictured are (l to r) Sherry Proper, Steve Helfrich, Barbara Schmitt and Bob Thorn.



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PELA News

PELA members met recently and held their annual election for three Executive Council positions. Judy McKenna was re-elected as our President, Jennifer McLaughlin will continue as our Member-at-Large, and for the first time since its inception, PELA has a new Secretary, James Jackson. The other two members of the Council will continue until next summer when their offices are on the ballot. They are Sharon Murray as Vice-President and Tony LaRe as Treasurer.

Submitted by
Kerry Paoletta
National City



Pennsylvania Education
Lenders Association

As always, we worked again on our website. Sharon gave us a demonstration of the changes our webmaster has made. The "new and improved" website will have a whole new look and should contain more information for our schools. Not only will you be able to find out who our members are, but you will also be able to access your lender representatives and have a direct link to their websites for ordering supplies, applying for loans, getting details on alternative loans, etc. We will have new areas that will deal with timely articles and topics for the financial aid community, or maybe a lender profile. There will be much more information for you to access and easier for you to navigate.



Sharon Murray, PELA VP, gives PELA members a demonstration of the new PELA Website.

We are also getting ready for the PASFAA conference in October. Look for our session on Tuesday entitled "The Real Cost of Borrowing." This will be an overview from a lender's perspective of lending with costs, collateral, fees, etc. We think you'll find it interesting. We will again have five scholarships at \$1000 each to raffle at the conference. Make sure you stop by the PELA booth to drop off a business card for eligibility. See you at the Penn Stater!

Finance & Development Committee Submits 2004-05 Budget

Submitted by
Mary Kosin, Chair
Finance & Development Committee

The Finance and Development Committee held its last meeting of the year May 21 in Harrisburg. We reviewed the recent changes to the sponsorship process and implementation. The majority of the meeting involved developing a budget proposal for the 2004-05 year to be presented to PASFAA Council. It was a difficult task and I thank everyone involved for their input and patience.



I want to thank the members of the Finance and Development committee for their hard work and dedication over the last year. It has been a pleasure serving with them. I would also like to thank President Jean Walker and Sherry Proper, Treasurer, for their invaluable support and assistance. We could not have implemented the changes to the sponsorship process or completed a budget proposal without their help. Thanks also to Barbara Schmitt for her help and support throughout my tenure as chair of this committee. Last but definitely not least, to my Co-Chair, Ron Dawson, just remember you will always be my hero! Thank you for all your hard work on the sponsorship process and your support throughout this year. It has been a privilege and a pleasure serving the Association in my capacity as Chair of this committee. Have a great year!



Thank you to the following sponsors who are providing generous support for PASFAA activities for the 2003-04 fiscal year. It is because of this support that PASFAA is thriving as an organization and able to create new initiatives for the benefit of all. We look forward to continuing working together.

Platinum (\$8,000 and Above): AES/PHEAA, Citizens, Key Education Resources, M&T Bank, National City, PNC Bank, Sallie Mae

Gold (\$6,000 - \$7,999): Citibank Student Loan Corporation, Fleet Education Financing

Silver (\$4,000 - \$5,999): Academic Management Services, Beneficial Savings Bank, Chase, Educaid/Wachovia, Nellie Mae, USA Funds

Bronze (\$3,000 - \$3,999): Chase Education First, College Board, EdAmerica, Sovereign Bank, SunTrust Education Loans

General (Up to \$3000): TERI/The Education Resource Institute, Wells Fargo EFS



PRIVATE SECTOR

Submitted by
Jean Walker on behalf
of Chanel Greene,
Private Sector
Representative

Greetings to everyone in the Private Sector. I hope you all survived the start of the new academic year. I want to introduce you to the new Private Sector Representative. Chanel Greene was appointed and approved by the Executive Council in June to fill the vacancy created when Brian Blackburn left Widener University to accept a position with M&T Bank. Chanel was then elected by your sector for the special one-year term commencing at this year's annual conference through next year's annual conference.

Chanel is the Associate Director of Financial Aid at DeSales University. She has held that position for two years and was employed at New York University prior to coming to DeSales. If you don't know Chanel and will be attending the conference, you will have the opportunity to meet her by attending the Private Sector meeting on Tuesday, October 19 from 3:10-5 pm.

In the meanwhile, if you need to contact Chanel with issues, concerns, or news you would like to share with the rest of your Private Sector colleagues or Council, free feel to contact her by phone at 610-282-1100 ext 1208 or e-mail at chanel.greene@desales.edu. See you at the Penn Stater October 17-20.

NURSING SECTOR

Submitted by
Ginny Kopko
Nursing Sector
Representative

It has been another busy summer and I am guessing your enrollment is at its peak! Nursing sure is a hot commodity these days. With the increase in students comes an increase in work. This has challenged me to set aside a little time to make sure I have an efficient process in place. I urge all of you to do the same. Your PHEAA nursing representative is glad to help you explore PHEAA products or processes that could save you some time. It is always nice to share forms, processes and policies. If you have something you would like to share with the group, please forward it to me and I will pass it along.

The PASFAA conference is just around the corner. I hope that many of you will be able to attend. The sector meetings are scheduled for Tuesday at 3:10 pm. I look forward catching up with those of you that I see once a year and our usual discussion of financial aid issues. If you have any topics you would like to add to the agenda, please feel free to contact me with your ideas. You can reach me at gtkopko@hvhs.org or 412-749-7638.

**INSTITUTIONAL
SUPPORT SERVICES
SECTOR**

Submitted by
Nancy Chalker
Institutional Support
Services Sector
Representative

The most recent PASFAA Council meeting was held June 7 at The Penn Stater in State College. All systems are go for this year's conference with on-line registration. All current PASFAA members should have received notification to register on-line. With the new ATAC administered website, the new registration process is a breeze.

The Task Force recommendations were officially presented to PASFAA Council at this meeting, but due to an extremely full agenda, most had to be tabled until a later date. As you will all see with this coming conference, a few of the recommendations were put into place with the remainder to be taken under consideration at the October meeting.

PELA held their most recent meeting July 13 at the National City facility in Pittsburgh and had a very good showing. The next PELA meeting is scheduled for October 5 at the Sallie Mae building in Wilkes-Barre.

Finally, if you have not yet already, please congratulate our new PASFAA office holders: Patty Hladio, President-elect; Carol Handlan, Vice-President; Sherry Proper, Treasurer; Donna Cerza, Secretary; and Dana Suter, At-Large Representative. Chanel Greene will complete the second year of the unexpired term of the Private Sector Representative, a position which came open due to Brian Blackburn changing jobs and sectors.

See you all at PASFAA in October! As always, call or e-mail me if you have any concerns or issues you would like for me to discuss at the next Council meeting. Email me at nancy.chalker@citizensbank.com or phone at 570-735-5360.

**BUSINESS, TRADE
& TECHNICAL
SECTOR**

Submitted by
Stephen Helfrich
Business, Trade
& Technical
Sector Representative

Greetings to all in the B, T and T Sector! The 2003 PASFAA conference is just around the corner. This year's conference will be held at The Penn Stater in State College, PA from October 17-20, 2004. Register early and come take advantage of another great conference.

We will have a Business, Trade and Technical Sector meeting at the conference, however at press time the date and time has not been finalized. Please plan to attend, and bring any and all questions, issues and concerns you may have. This is a great opportunity to meet as a sector. We need your feedback as to how PASFAA can be of assistance to you with the management of your office.

The Business, Trade and Technical workshop will be offered at four locations beginning late November. (Dates and locations are listed on the back cover of this newsletter.) My thanks to those individuals who have volunteered their time and talent in organizing the workshop and to those committee members who are helping to make this workshop a success. Your efforts are greatly appreciated.

In addition to our South Central and Patnaps sub-sectors, a Western sub-sector has now been established. Their first meeting in June was well attended and proved to be beneficial for those involved. I encourage all who are interested to join us. These quarterly meetings are a great way to network with your fellow sector members and stay updated on current issues. Please contact me at 1-800-227-9675 or by email at helfs@yti.edu for meeting dates and times. Looking forward to seeing you at the Penn Stater in October!

INSTITUTIONAL AT-LARGE SECTOR

Submitted by
Margaret F. Hynosky
Institutional At-Large
Sector Representative

This will be my last article as Institutional At-Large Rep. There have been a lot of changes this past year – the new website, on-line registration, voting, volunteer form, etc. None of this could have been done without the help of volunteers who put it all together. Council did a great job this year with revamping the whole area.

Speaking of volunteers (you know I was going to say this), PASFAA is a great organization because of us. I don't mean us as in Council, I mean the big "us" – PASFAA MEMBERS. Even if you have not been selected to volunteer this year, keep thinking about the future. PASFAA still needs volunteers in the future. If you have already served on committees, maybe you should think about running for an office in the future. We will need you! 'Gray Beards' move on, get involved in EASFAA and NASFAA, get tired and some even retire and no longer are in financial aid. So think about stepping up. You can do it. Talk to prior officers or sector reps if you have any questions.

Remember also that as a member of PASFAA, you have representatives to whom you can voice your opinions and concerns. So if you do have concerns, let your sector rep know about it. Have a great fall semester and I hope to see you at the Conference. Thanks again for allowing me to serve you these past two years on Council.

STATE-RELATED SECTOR

Submitted by
Meme Jeffries
State-Related
Sector Representative

Welcome back to another exciting academic year! I hope everyone had a wonderful summer in spite of all the packaging, verifying, and certifying. As the financial aid office is finally settling down to less stressful workload, we can look forward to PASFAA Conference 2004 at Penn State Conference Center Hotel in State College October 17-20.

The Conference Committee has done a wonderful job of putting the conference together. Registration will be on-line this year, so be sure to go on-line at www.pasfaa.org to register. Even if you plan on commuting and attending one-day sessions, please register ahead of time on-line to keep from having long registration lines in the morning.

Our sector meeting (tentative) is scheduled for Tuesday, October 19 from 3:10 pm to 5:00 pm. With this extended meeting time, I would like to use part of the time to really get to know some of the other sector members. I am open to any ideas that members may have for discussion. Please contact me with your ideas by calling me at 412-624-7167 or emailing me at Jeffries@oafa.pitt.edu. I look forward to see everyone at the 2004 PASFAA Conference.

PA STATE SYSTEM of HIGHER EDUCATION SECTOR

Submitted by
Ragan Griffin
SSHE Sector
Representative

Greetings fellow PASSHE colleagues! Thanks to all of you who volunteered your time and expertise to participate in the PHEAA State Grant Formula Discussions that were held at IUP and the Dixon University Center in August. Summertime is always a busy time of year for aid professionals and it was very generous of you to take time out of your regular work week to travel to either or both locations to share your insights/suggestions regarding this important aid program.

This summer, we were also asked to provide SyTEC with quite a lot of information as they work on developing the new shared administrative system. Again, thanks to everyone who participated in the weekly conference calls and completed countless Excel spreadsheets with detailed information regarding your campus's financial aid processes.

We will have an opportunity to hear more about how WolffPack and PHEAA plan to integrate the state grant processing cycle into FINANCIER at the annual PASFAA Conference this fall in State College. Please be sure to mark your agendas for our sector meeting because your input is critical to the success of this project. John Blake, Financial Aid Team Lead, will present the latest information regarding this initiative during our sector meeting.

Finally, I would like to recognize Chris Zuzack, now Past-President of EASFAA, for her outstanding dedication to the aid profession as she fulfilled her role as President of EASFAA this past year. PASFAA is proud of having one of our own aid administrators elected to such an important position and as PASSHE members, we are especially proud of her success!

I look forward to seeing everyone in State College this October.

PUBLIC TWO-YEAR SECTOR

Submitted by
John Schodowski
Public Two-Year
Sector Representative

As the new academic year is getting underway a glance at the calendar shows that the conference is quickly approaching. I would like to encourage everyone to make plans to come out to the Penn Stater for the PASFAA conference. The conference is certain to be a fun-filled and educational time away from the routine of office work.

One thing that is different from prior years is that the elections have already been held. I would like to thank everyone who participated in the first PASFAA electronic election. More information is constantly being added to the web site and you will want to check it out often by going to www.PASFAA.org.

Our next sector meeting will be held at the October Conference. As always, if you have items that you would like to discuss, just send an e-mail to me and I will be sure to include them on the agenda. My e-mail is jschodowski@racc.edu.



From the Editor's Desk

We are calling the PASFAA website a "work in progress" and invite your input to take it to the next stage of development. Since February, our Association's website has seen a major overhaul with online elections and registration for training programs and the annual conference. Committees may post reports and minutes if they choose and an online calendar can be used to make note of important dates. The member profile allows each of us to keep our contact information current to ensure timely delivery of the newsletter and other PASFAA mailings. Job seekers can check the employment section for openings in the field.

PASFAA President, Jean Walker's article in this issue hints of more additions to come, and she encourages members to offer suggestions for new features to be considered. As PASFAA is a dynamic organization, so is the growth of the newly remodeled website. Your ideas are welcome. Send your suggestions to any member of Council as listed inside the front cover of this newsletter.

Joan L. Holleran
PASFAA Newsletter Editor

PASFAA Bulletin Board



By Members

Danielle Avicolli Clemmer, Cabrini College, has been promoted from Assistant to Associate Director of Financial Aid. Also at Cabrini, **Tory Stozek**, has been promoted from Financial Aid Counselor to Assistant Director of Financial Aid.

Dan Weigle, AES/PHEAA, and his wife, Jessica, welcomed their first child, Brynn Elizabeth, four weeks early on July 17. The new baby weighed in at 6 lbs 6 oz and was 20 1/2 inches long.

Vince Racculia, AES/PHEAA, became a grandfather July 28 when Ethan Vincent Martin was born to his daughter and son-in-law, Audrey and Andy Martin. The new baby weighed in at 8 lbs, 13.5 oz and was 19 3/4" long.

Dennis L. Correll has been named Director of Financial Aid at Pennsylvania College of Technology. Correll had been the Associate Dean for Institutional Advancement at Penn College before his new appointment.

Barbara Schmitt, formerly at Johnson College, accepted the Director of Financial Aid position at Mansfield University of PA.

Congratulations to **Karen Rocco**, Pittsburgh Institute of Mortuary Science, who gave birth August 10 to a 9 lb. 7 oz baby boy named Nicholas Anthony Rocco.

Lucille Bavaria-Kozsey, Lehigh University, retired in September after 29 years in financial aid. Lucy started at Cuyahoga Community College in Cleveland, then served as the DFA at Muhlenberg College until 1986 when she moved to Lehigh where she had been for the last 18 years.

Kathy Blaisdell, formerly at Franklin & Marshall College, has accepted a position as Director of Financial Assistance at Mount Holyoke College in South Hadley, MA.

Melissa Walsh, formerly at Villanova University, is the new Director of Financial Aid at Rosemont College.

Lynlee Payne is a new member of the Central Pennsylvania College Business Office.

Charlene Bedillion was promoted to Assistant Director of Financial Aid at Washington & Jefferson College.

Dana Suter, Pennsylvania College of Technology, has a new position as the Job Location & Development Coordinator at the school.

Frank Dutkovich, Duquesne University, retired in August having served as the director of financial aid for the last 25 years.

Gannon University bids farewell to **Jim Treiber**, Director of Financial Aid, who is retiring in October after 37 years of service with Gannon.

Kimberly Berrington, formerly with Bank One, has joined Academic Management Services (AMS) as account manager for New Jersey, Pennsylvania and Puerto Rico.

Janice Hetrick, Holy Family University, and her husband Craig, welcomed a baby boy, Zachary Andrew, on July 15. Zachary weighed in at 7 lbs 11 oz. and joins big brother, Matthew.



About Members

PASFAA Website a Work-in-Progress

Submitted by
Jean Walker
PASFAAPresident

Have you been visiting the PASFAA website on a regular basis? If not, I would like to invite you to do so soon and to make it a regular habit. The website has tons of information available and has up-to-the-minute news about the Association and its activities.

It's important that you make sure your member profile is current and up-to-date so you don't miss any important e-mail announcements. The member profile area is accessed through the member's services tab. If you haven't yet renewed your PASFAA membership for 2004-05, now is the time to do it. While you're on the site, be sure to check out the conference page and the government relations page for conference and current reauthorization information. Approved Council meeting minutes are posted for your review on the Executive Council page. And if you've missed any of the PASFAA Newsletters, you can find all of this year's issues on the website as well.



Jean Walker, PASFAAPresident, encourages members to visit the evolving PASFAA website.

Having trouble accessing something or you can't find your way around the website? Feel free to contact our ATAC liaison, Gary Means, at meansg@wccc-pa.edu or by phone at 724-925-4061. I'm also available to answer your website questions; jean.walker@bc3.edu or 724-287-8711, ext. 243. **Gary's e-mail address has recently changed so it is important that you use this e-mail address. Any former addresses you might have for Gary will no longer work.**

While much has been added to the website since its unveiling in February, there is still much more to be added. We are still considering it a work-in-progress and so we want to hear from you with your suggestions and comments. A Bulletin Board area for threaded discussion will soon be available. Instructions on its use will be available to the membership just as soon as the Executive Council has had the opportunity to test it. A chat room feature is also being considered for the future.

Are you interested in finding new employment opportunities within the financial aid community or do you have an open position in your office that you would like to advertise? If so, check out the Employment Section on the website. Employment listings are provided as a benefit of membership in PASFAA. It's a quick and user-friendly process to post a job listing and there are no charges for listing a position which will be posted for 30 days.

If you have an announcement or an issue that you would like to bring to the attention of the PASFAA membership, please contact me or Gary with the information. If we determine that it is suitable for distribution, it can be sent out to all PASFAA members through the listserv. Individual members cannot directly post and circulate items through the listserv, but both Gary and I would be happy to assist you with this activity.



The on-line registration for our 36th annual conference being held at the Penn Stater Conference Center, October 17-20, 2004 went very well. You may want to hang on to this year's pre-conference package as a souvenir of days gone by as we anticipate no longer sending that information out through the regular mail. Instead, all the pre-conference information will be posted to the conference web page for future conferences.

I hope you are all having a great start to the new academic year. As always, I am available to answer any PASFAA or website questions you might have. See you at the Penn Stater!

Have you been to **www.pasfaa.org** today?



Coming Events:

October 17-20, 2004 PASFAA 2004 Conference, The Penn Stater
Oct 16-17 Fundamentals Workshop, prior to PASFAA Conference

November 2004 Counselor Workshops

Nov – Dec, 2004 Electronic Access Conferences
November 1-4 Royal Pacific Resort, Orlando, FL
Nov 30 - Dec 3 Paris Las Vegas, Las Vegas, NV

Nov – Dec, 2004 Business, Trade & Technical Workshops
November 30 Luzerne County Community College, Nanticoke
December 2 York Technical Institute, York
December 7 DuBois Business School, Oil City
December 9 Pittsburgh Technical Institute, Oakdale

May 15-18, 2005 EASFAA 2005 Conference, Atlantic City, NJ
July 3-6, 2005 NASFAA 2005 Conference, New York, NY

October 16-19, 2005 PASFAA 2005 Conference, Lancaster Host Resort



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Financial Aid Office
Kutztown University
Kutztown, PA 19530

