

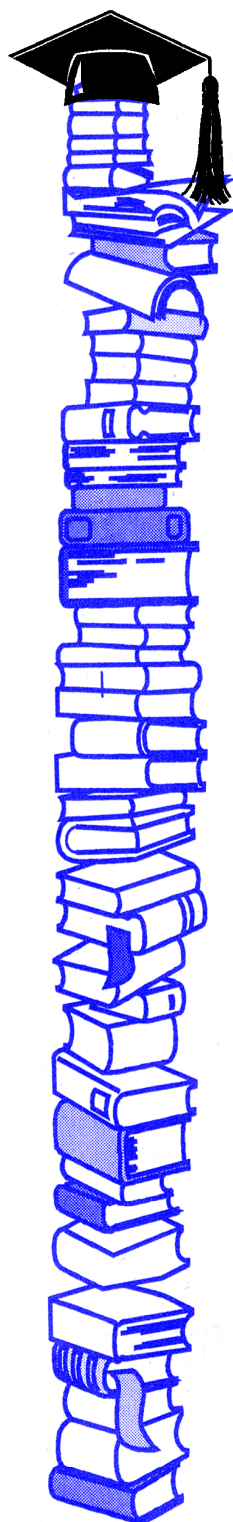


Pennsylvania Association of
Student Financial Aid
Administrators

NEWSLETTER

VOLUME 39, NUMBER 1

WINTER 2006



PASFAA SURVIVOR 2005 THE FINANCIAL AID CHALLENGE

Cover Design:
Brian Blackburn & Joan Holleran



FEATURES

- Letter from the President
- 2005 Conference Coverage
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- 2004-05 Financial Report
- One-Person Aid Office
- Reauthorization Stalls
- FISH! Philosophy
- Quiet Hero - Bob Latta
- How to Get Focused
- Sector and Committee Reports

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Kathy Gates	Terry Neiswonger	

2. PUBLICATION SCHEDULE

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

Spring 2006 issue:	articles due February 15
Summer 2006 issue:	articles due May 15
Fall 2006 issue:	articles due August 15
Winter 2007 issue:	articles due November 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 Jean Walker, Financial Aid Office, Butler County Community College, PO Box 1203, College Drive, Oak Hills, Butler, PA 16003 or jean.walker@bc3.edu. For 2005-06, the membership list is maintained at Butler County Community College.

2. 2005-06 PASFAA COMMITTEES

Association Governance	Barbara Schmitt
Finance and Development	Ken Grugel
Financial Aid Awareness	Jamie Kosh
Financial Aid Training (PFAT)	Julianne Louttit
Government Relations	Carol Handlan
Membership	Barbara Schmitt
Newsletter	Joan Holleran
Strategic Planning	Patty Hladio
Technology Advisory & Electronic Initiatives	Dan Wray
2006 Conference	Joetta Bradica

3. MEMBERSHIP IN PASFAA

Subscription to the PASFAA Newsletter is included in your yearly membership fee. Contact Jean Walker, Butler County Community College, for information about 2005-06 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: Jean Walker at jean.walker@bc3.edu or (724) 287-8711 ext. 243.

Letter from the President



Dear PASFAA Colleagues:

Happy New Year! It's hard to believe that we've reached the middle of this academic year already.

As I step into the role of president this year, I feel a sense of excitement for our Association. As you may be aware, within this last year PASFAA Council approved a revision to our mission statement. An organization's mission statement is important because it defines both who it is and why it exists. Our mission statement is:

The Pennsylvania Association of Student Financial Aid Administrators (PASFAA) is a dynamic service association whose mission is:

- To provide for the professional development of members and other constituencies,
- To advocate for access to post-secondary education, and
- To educate the public on financial aid and funding opportunities.

We should all be familiar with PASFAA's mission so that our actions within the Association serve to support those things we have defined as important. For a service-oriented organization like PASFAA, our mission is three-fold: (1) supporting the professional growth of our colleagues and others related to the financial aid field through extensive training, outreach opportunities and other member benefits, (2) advocating access and choice to higher education for any individual who can benefit, and (3) providing forthright and accurate information about how financial aid can assist in meeting the costs of a post-secondary education.

Now, more than ever, higher education is critical for the citizens of our Commonwealth and our Nation. As our world becomes smaller and as our political and economic lives become more intertwined with those of other nations, education is the key to success. As such, our jobs and the work we do in support of higher education become even more important.

I find it comforting to know that as aid professionals we belong to an Association that is focused on helping us develop and improve our skills as professionals. In addition, we can also take pride in the actions that our Association has taken through the years on local, state and national levels and in the number of students and families we have helped directly and indirectly.

As we begin 2006, I encourage you to focus on our Mission Statement and to get involved in ways that will advance the mission of our Association.

Respectfully,

A handwritten signature in dark ink that reads "Patty A. Hladio". The signature is written in a cursive, flowing style.

Patty A. Hladio
PASFAA President

PASFAA Members Survive



Conferees check in at the conference registration desk.



Vice President Carol Handlan introduces herself to Alison Ditch, IUP, and Christopher Cherry, Point Park University, at the First-Timers Reception.



Gary Means, Mike Byers and Pam Roda-Kline watch as Jean Walker sinks a putt during the pre-conference golf tournament.



Early risers start their day with an invigorating yoga class.



Texas Hold 'Em Tournament players try their luck with proceeds benefiting the Milagro House charity.

On Sunday, October 16, the boats sailed onto the shore of "PASFAA Island." The wind blew, the waves crashed, and the 37th annual PASFAA conference was underway. A record 600 conferees set up camp at the Lancaster Host Resort & Conference Center eager to survive the "financial aid challenge" ahead of them. It turned out surviving was not too hard a task anyway as they played pool, danced the tribal dance, and played survivor games when they weren't in one of the 44 concurrent interest sessions.

A number of early arrivals donned their "survivor" golf jackets and teed off in a golf tournament with proceeds benefiting this year's conference charity, the Milagro House. Later, 104 first-time islanders were exposed to all sorts of harsh elements, including Farkel, the island's signature dice game. They were initiated through a strategic "Get to Know Your PASFAA Council Members" game, and other people-meeting activities. Congratulations to David Casteneda, Eastern University, who won a \$50 VISA gift card for surviving our first-time attendee challenge.

On the first night on the island, the survivors showed off their tribal dances at Club Immunity. If they got tired, the tribes could take a break to play any of the games featured on the island. Pinochle, Scat, Hearts, Farkel, and others were at the hands of the attendees if there were feeling lucky. The most rewarding games of the night were the 50 cents pool tables and the Texas Hold 'Em Tournament. Both games made substantial donations to this year's conference charity, The Milagro House.

The islanders had a full agenda of sessions to select from identified as novice, technical, graduate, professional development or general. Examples included, "Managing the Small Financial Aid Office," "Strategies for Reaching African American/Latino Families," "Graduate Issues," "Giving Your Financial Aid Office an Effective Web Presence," "R2T4," and "Teamwork - Can't We All Just Get Along." One popular session in recent years is "Stump the Stars," a panel of experts who take on attendees most challenging questions. In keeping with the conference theme, our highly respected team of aid professionals posed as the castaways from "Gilligan's Island." Being stranded on an island had new meaning after that session!

For the annual keynote speaker, we sought out a true survivor to address the conference. Captain Scott O'Grady was flying a mission over Bosnia when his F-16 fighter jet was hit with enemy fire. He ejected from the plane landing in hostile territory where he eluded his captors for six incredi-



Our hosts, the 2005 Conference Committee.



2004-05 PASFAA President Barbara Schmitt confers with Conference Chair Marijo Elias.



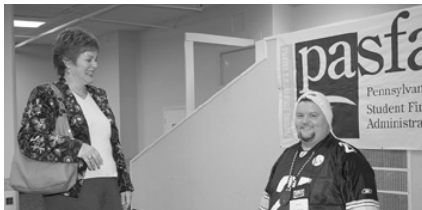
Conferees mingle and catch up before the start of the opening business meeting.



Visiting with the sponsors and vendors is a PASFAA conference tradition.

the Financial Aid Challenge

Submitted by
Marijo Elias
2005 Conference Chair



Donna Cerza gets a laugh from Eagles fan and good sport, Brian Blackburn, who lost a bet to loyal Steelers fan, Gary Means.



Keynote speaker, Capt. Scott O'Grady, tells how faith, courage and survival skills saved his life while shot down in hostile territory.



Castaways (l to r) Ed "The Skipper" Moyer, Chris "Ginger" Zuzack, Rachael "Lovey Howell" Lohman, Bill "Thurston Howell III" Irwin and Bill "Gilligan" Burke bring some island craziness to their "Stump the Stars session."

incredible days. Never losing his will to survive, he relied on the skills learned preparing for the unthinkable. His story of courage, faith, and survivor skills was truly inspirational to everyone who heard his message.

Monday night the islanders competed in PASFAA's own survivor challenges. The tribes endured mental challenges, like word scrambles and survivor trivia. They also pushed through physical challenges such as who could eat the banana first, hula hoop contest, relay races, and the rock climbing wall and obstacle course. The tribes posed for photos while wearing their souvenir PASFAA "Survivor" buff. After the games, everyone relaxed at a second helping of Club Immunity with DJ Music Please.

Tuesday included a full day of concurrent sessions highlighted with the annual membership luncheon. Guest speaker, Sally Stroup, assistant secretary for postsecondary education and a former PHEAA staff member, shared her own insightful views of the status of reauthorization and other happenings in Washington. The day ended with an evening of dancing and fun at the AES/Keystone Best open party with DJ Batman. The conference concluded on Wednesday after another half-day of sessions and the closing business meeting and awarding of the always anticipated door prizes.

On behalf of the 2005 "Tribal Council" (Conference Committee), we would like to thank the vendors/sponsors, the Lancaster Host staff, conference presenters and moderators, and especially the PASFAA membership for helping the 2005 Conference to be a success.

Conference photos throughout newsletter courtesy of Rick Petetti-Carl Wolf Studios, Jen McLaughlin, Mary Miller, and Chris Zuzack



Sally Stroup, assistant secretary for postsecondary education, shares her views on reauthorization and the climate in Washington.



Jen McLaughlin presents a Tanger Outlet gift card to lucky winner Bonnie Tegethoff from Delaware County Community College.



Open wide for yummy gummy rats. They are candy, right?



Navigating through the hula hoop challenge at the Survivor Games.

Milagro House Reaps Generosity of PASFAA "Survivors"

Submitted by
Marijo Elias, Chair
2005 Conference



Lisa McMaster hands Ellen McGuire a raffle ticket in exchange for her donation.

Selected as this year's conference charity, the Milagro House is an organization which helps homeless women gain the education and take responsibility to lead successful lives and provide for their children.

Once again, PASFAA members showed their generosity. With \$1000 from PASFAA, \$1000 from PELA, \$880 from the conference golf tournament, all the proceeds from the pool tables, 50% of the Texas Hold 'Em Tournament, raffle ticket sales, and the generous donations from the membership, we were able to present \$3776 to Ellen Culver, assistant director and case manager, of the Milagro House

in addition to the monetary donation, we were able to donate several boxes of cleaning supplies, household and food items, baby items, children's t-shirts and sweatshirts.

Raffle ticket winners were Susan Haas who won the quilt wall hanging, Gary Means who won the hand woven table set, and Donna Wilcoski who picked up the weekend at the Host. Thanks again to those PASFAA members who contributed generously to support this worthwhile charity.



Mark Carpentier presents Milagro House's Ellen Culver PASFAA's financial donation.

2005 Service Awards Presented at Conference

Submitted by
Barbara Schmitt
PASFAAPast President

As many have before me, I discovered that one of the perks of being PASFAA President is the Membership Luncheon and the presentation of our annual awards. This year was no exception, and I am particularly proud of the 2004-05 recipients. These folks have given tremendous amounts of their time and talents to the association over the past several years, and it was an honor for me to present them with the following awards and achievements.



Mary Beth Kelly is awarded Lifetime Membership by PASFAA President, Barbara Schmitt.

Lifetime Member Award

The highest award that PASFAA has to bestow upon an individual is that of Life Membership. The award is given to individuals who have made an outstanding and sustained contribution to student financial aid. This year we had two Lifetime Membership Award recipients.

The first award is an honorary Lifetime Member Award to **Mary Beth Kelly**, special assistant to the executive vice president, state and federal programs at PHEAA. In her career as an aid administrator and tenure with PHEAA, Mary Beth has always been an advocate for our students, has made education an affordable choice for our students and has been an advocate of PASFAA in our endeavors to support training and advancements for our members. Mary Beth has been described as "the consummate professional in all that she does."



The second Lifetime Member award recipient is our own **William "Bill" Irwin**. After 33 years in financial aid, Bill retired from his position as director of financial aid at Lock Haven University of PA. Active in PASFAA, EASFAA, and NASFAA, he has been president or national chair of all three associations. Particularly well-known for his expertise in regulations, he has garnered the well-deserved nickname of "Mr. Encyclopedia." Bill is also an original member of PASFAA's "Stump the Stars" cast and is a founding father of the unofficial association of Financial Aid Administrators in Search of a Better Life. We wish Bill the best during his retirement and continue to look forward to seeing him at PASFAA every year!



William "Bill" Irwin is presented the Lifetime Membership Award.



Sheila Checkoway received the Distinguished Service Award.

Distinguished Service Award

The PASFAA Distinguished Service Award was created to recognize individuals who have made significant contributions to PASFAA through their leadership, activities, and/or research in financial aid. The award recognizes service to the Association over an extended period of professional involvement, not a single event or activity.

This year's Distinguished Service Award recipient is **Sheila Checkoway**, vice president at Key Education Resources. Sheila has been involved in financial aid since 1978. Prior to that, she worked as a registrar and placement director. Upon her arrival to the Lehigh Valley in 1980, she became active in PASFAA first as newsletter editor, then as an instructor and mentor. She moved on to become PASFAA's corresponding secretary and then secretary from 1982-1986. In 1986, she was PASFAA president-

elect and served as president 1987-88. She has been the Pennsylvania representative to EASFAA council and on the EASFAA newsletter committee, served as chair and faculty for the Support Staff Workshops, served three years on the Finance and Development committee and most recently, she is a member of the first PASFAA Strategic Planning Committee. In addition to her numerous PASFAA activities, Sheila has served on committees for NASFAA, the College Board and the Commission on Independent Colleges and Universities.

Leadership Award

The Leadership Award was created to recognize an individual who has provided outstanding leadership to the Association.

This year's recipient, **Marykay Klara**, associate director of financial assistance at Villanova University, has been involved in various capacities within the organization since at least 1995. She has served on the committees for the Don Raley Institute and the Hotline, chaired the Awareness Committee, served on Conference committee and the Support Staff Workshop committee, chaired the Spring Training committee and most recently, she has served as overall chair for the PFAT committee. Marykay is obviously well deserving, and it was my pleasure to present her with this Leadership Award.

Emerging Leader Award



Marykay Klara accepts the Leadership Award.



Patty Cegelka earned the Emerging Leader Award.

Emerging Leader Award

PASFAA Council created this award to recognize members who have demonstrated consistent service and potential for leadership in the Association.

This year's recipient of the Emerging Leader Award is **Patty Cegelka**, assistant director of financial aid at the University of Scranton. Patty is a graduate of the PASFAA Leadership program. From there, she moved right into co-chair of the Financial Aid Awareness Committee and this past year she served as chair of the Awareness Committee. We look forward to Patty being involved in PASFAA activities for many years to come.



President's Award

This award is given by the PASFAA President to recognize an individual who has provided exemplary service to PASFAA and assisted the president in carrying out his or her goals for the Association.

The recipient of this year's President Award is **Marijo Elias**, coordinator for freshman financial aid at King's College and the 2005 conference chair. Marijo worked tirelessly over the past several months to support me and my agenda for the association. In her effort to make this one of the best conferences ever, I know that she has given up countless hours of her time reviewing every last detail from budgets to sweatshirts to audiovisual equipment. Thank you, especially, to Marijo for her support and encouragement to me during my year as president.



Marijo Elias collected the President's Award.

Special Recognition for Service as Newsletter Editor

It was also my pleasure to acknowledge **Joan Holleran**, assistant director for financial aid services at Kutztown University of PA and PASFAA's newsletter editor, who has given a tremendous amount of her time and talent to the association. For most of us, when we volunteer to serve on a committee or to be an officer or a sector representative, we know that it is for a set amount of time. That could be as much as three years or just one year. But Joan has continued to serve year after year with very little fanfare and moderate recognition. Every three months, for several years now, she puts up a card table in her living room and sorts through the clippings and photographs and all the other paraphernalia that goes along with being newsletter editor. And the most amazing thing is that I've never heard her complain! Joan has truly been an asset to our organization and exemplifies the true meaning of volunteerism.



Joan Holleran is recognized for long term service as Newsletter Editor.

PASFAA Scholarships Awarded to Member Schools

Submitted by
Patty Hladio
PASFAA President

At the conference in Lancaster, ten schools were randomly selected to receive \$1,000 scholarships to award to their students. PASFAA makes these awards to member institutions to reflect our commitment to make higher education a reality for students. The schools receiving the scholarships are:

Bucknell University
Clarion University of PA
Eastern University
Harcum College
Lackawanna College

Ohio Valley General Hospital School of Nursing
Pennsylvania College of Technology
Philadelphia University
Seton Hill University
South Hills School of Business & Technology

PASFAA Supports:



Incoming and outgoing Council and committee chairs meet together at the first Council meeting following the conference.



(l to r) Past President Barbara Schmitt, current President Patty Hladio and President-Elect Mary Kosin.



Patty Hladio presides over the October Council meeting at the Lancaster Host Resort & Conference Center.

Award Recipients Express Thanks

Dear Members of PASFAA Council:

I was pleased and deeply honored to be awarded **Life Membership** by PASFAA at the conference in October. My sincere thanks to the PASFAA Council for this very high honor. I am well aware of the select group that has been so recognized in the past and feel humbled to be counted among them.

I also extend my thanks to PASFAA as an association for providing me the professional opportunities that I enjoyed over the 28 years that I served as Director of Financial Aid at Lock Haven University. It was through the opportunities that began in PASFAA that I was able to move through a variety of rewarding professional accomplishments at the state, regional, and national levels. It would take far too much space to thank all of the people who have been there along the way, but I value more than anything the friendships and professional collegueship that it has been my privilege to have enjoyed over these years.

My concluding word would be to say to the current membership, leadership belongs to you. Find the time in your professional life to serve PASFAA. By doing so you will receive back much more than you give and will forge professional friendships that will endure.

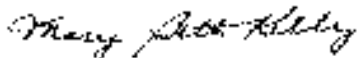
Thank you again.

William "Bill" Irwin, Former Director of Financial Aid, Lock Haven University of PA (Retired)

Dear PASFAA Friends and Colleagues:

I am grateful for the opportunity to express my thanks more eloquently than I was able to do at the conference when I was surprised by the award of **Life Membership** to PASFAA. Thank you for this recognition and more importantly, for the outstanding relationship I have enjoyed with PASFAA members beginning more years ago than I like to acknowledge with my financial aid office positions and continuing to the present day. Together and with the strong support of Agency staff, especially in State Grant and Special Programs, we have provided over \$4 billion in State Grant funds alone to students pursuing their dreams. Thank you for the recognition of the commitment to students and their families that is inherent in this award. I very much appreciate it.

Sincerely,



Mary Beth Kelly, Special Assistant to Executive Vice President, State and Federal Programs, PHEAA

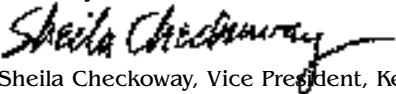
Dear PASFAA Friends and Colleagues,

Thank you so much for honoring me at PASFAA Conference this year with the **Distinguished Service Award**. This was indeed a surprise and a delight!

I've had many opportunities in these 25 years to assist the organization and work with dedicated members on committees and council. There's been no greater thrill than to see how the PASFAA newsletter I fashioned continues to expand, and to see folks still in financial aid who attended the summer institutes I helped teach. The Strategic Planning Committee is very rewarding and I appreciate the opportunity in my current professional role to assist PASFAA as it looks to the future.

My thanks to all PASFAA members who offer their services and assistance to the organization so we can prosper. My encouragement to those who have not yet "stuck their toes in the water" to give it a try. You'll enjoy the work and the rewards, and make wonderful friends in the process.

Sincerely,



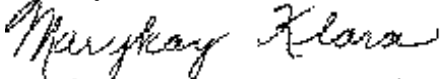
Sheila Checkoway, Vice President, Key Education Resources

Dear Barbie:

I was so honored to have been chosen as the recipient of the **Leadership Award** given at this year's 2005 PASFAA conference. It has been my pleasure to participate in the Association's initiatives and to work with dedicated colleagues in the financial aid profession. Having chaired the 2004-05 PFAT Committee allowed me to attend Council meetings and to appreciate the work that goes on to make PASFAA a dynamic organization, one that our state well recognizes. I look forward to my continuation in PASFAA activities in the years to come.

Again, many thanks for the honor given to me. I certainly appreciate this award.

Sincerely,



MaryKay Klara, Associate Director of Financial Assistance, Villanova University

To All PASFAA Members,

I am deeply honored and quite surprised to be the recipient of the **Emerging Leader Award**. I have been in PASFAA for five years and have enjoyed learning about the association and meeting members of this fine organization where so many give of their time and talents.

I want to thank Executive Council for this honor and for allowing me the opportunity to learn the inner workings of PASFAA. Thank you to the Financial Aid Awareness Committee and to Brian Blackburn for encouraging me. A special thank you to my entire office for all your hard work and especially to Bill Burke, Margaret Hynosky and Mirtha Wilczynski for all your support, for showing me the ropes and for giving me the nudge to get involved!

I am truly honored for this special recognition.

Sincerely,

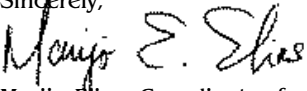


Patty Cegelka, Assistant Director of Financial Aid, University of Scranton

Dear Barbie, PASFAA Council and Members:

I was in shock when Barbie announced that I was the recipient of the **President's Award**. When you are Conference Chair, you are listening with one ear, and working with your committee to make sure everything is on schedule. I did not realize Barbie was talking about me until I heard my name! It has been with honor and pleasure to have served as this year's chair. I have gained valuable experience serving on the Conference Committee for three years. Volunteering has given me the opportunity to get to know and work with many talented aid professionals that are dedicated to the success of this organization. I would like to thank Barbie and PASFAA Council for honoring me with such a prestigious award.

Sincerely,



Marijo Elias, Coordinator for Freshman Financial Aid, King's College

Dear Barbie and the 2004-05 PASFAA Council:

Wow! What a thrill to be recognized by my colleagues with this **special recognition for my service as newsletter editor**. I was truly humbled by the standing ovation and this beautiful award.

I have been blessed to work with so many wonderful PASFAA colleagues over the years in my role as editor. It is their talent and contributions who have filled the pages of the newsletter and make it a publication worth reading. You can only produce a product as good as the quality of the contents, and for their contributions, I am truly grateful. Thank you to all of you who have supported and encouraged me so generously over the years and who have made my role as editor so rewarding.

We are so fortunate to be part of an organization that helps each other to grow as much as we help our students to succeed. Thank you again for recognizing my efforts.

Sincerely,

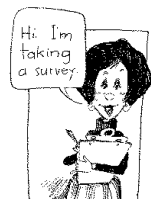


Joan L. Holleran, Assistant Director for Financial Aid Services, Kutztown University of PA

Strategic Planning to Use Members' Survey for Long-Range Plan

Submitted by
Patty Hladio Chair
Strategic Planning Committee

In mid-October, the Strategic Planning Committee posted a membership survey on the PASFAA website. This survey was designed to obtain feedback and comments from members as the committee works to create PASFAA's first long-range plan. The cumulative responses are now being used by the committee to help define the goals and direction our Association will pursue during the next five years. The Committee plans to meet in late January to create a first draft of the document in order to provide this draft to Council in February for feedback. The Committee anticipates providing the final document to Council at the April Council meeting.



Pennsylvania Financial Aid Training Program

Submitted by
Claire Tatlow, Chair
Fundamentals Committee

Fundamentals Covers Essentials for New Aid Administrators



Rachael Lohman (left) and Ellen McGuire served as Fundamentals faculty.

The Fundamentals Workshop was held October 15-16 at the Lancaster Host Resort as a pre-conference event. This year's workshop had 38 attendees representing 21 Pennsylvania counties. The Fundamentals workshop is designed to be an overview of basic financial aid principles and procedures for new financial aid staff although a few more seasoned professionals use it as a refresher course. The majority of the attendees were financial aid counselors with less than six months experience.



This year's committee members were Claire Tatlow, (chair), Pauline Reedy, (chair designee for 2006), Denise Coulter, Jennifer Palmer, Cindy King, Rachael Lohman and Ellen McGuire. Rachel Lohman, director of financial aid at Wilkes University, and Ellen McGuire, director of financial aid at King's College, served as faculty for the two half-day sessions. Feedback was very positive such as this from one participant calling it a "great starter seminar for new financial aid officers covering all aspects of financial aid." Many thanks to the 2005 Fundamentals Committee for putting together a great curriculum and to the staff at AES for their support and coordination of the instruction manual.



Fundamentals 2005 "class picture."

This year's Fundamentals participants included:

Harriet Arndt	Alison Ditch	Suzanne McNamara	Cathy Poesz	Deborah Sypeck
Dianna Berkstresser	Chrys Fazakas	Alicia Miller	Ashley Rawlings	Robert Tallerico
Nancy Bowman	Janele Fenkner	Sue Morgan	Ann Reiners	Amy Vacarello
Jodi Brock	Gianna Gresko	Melissa Nitro	Robert Russo	Terry Varner
David Castaneda	Jacqueline Hill	Denise Nuccio	Cheryl Spickler	Annette Wallace
Lisa Charowsky	Patricia Krieger	Colleen O'Connell	Tracey Sprenkle	Deborah Zediak
Eve Cruz	Karen Kuperavage	Kathleen Pengrin	Linda Stein	
Amanda Daniels	Danielle Lehman	Elizabeth Pohl	Sue Sterling	

Teleconference to Look at "One Size Does Not Fit All"

March 10, 2006

Submitted by
Bill Burke, Chair
Teleconference Committee



The role of the financial aid administrator has certainly changed from the early years of our profession. At times we are not sure if we are police detectives, bill collectors, personal finance counselors, academic advisors, or debt counselors. Not only has the role we play changed, the structure we work under has changed for some of us with the growth of enrollment management models, student services divisions, one stop shops, outsourcing and third party servicers. Where do you fit in the picture and what may the future hold for you? Tune in for the Pennsylvania Financial Aid Training (PFAT) live Teleconference to be held March 10, 2006.

This year's Teleconference Committee consists of Bill Burke (Chair), Christopher Cherry, Brenda Coughenour, Ed Cunningham, Cheryl Gerber, John Gorman, Bob Heyl, Paula Lehrberger, and Dana Suter.

Spring Training 10th Anniversary Ready to Play Ball

March 29, 2006: Pittsburgh Marriott North at Cranberry Woods

April 3, 2006: Holiday Inn, Grantville

Submitted by
Joe Alaimo, Chair
Spring Training Committee



The Spring Training Committee is ready to "play ball".

Come join us and help the Spring Training Committee celebrate the 10th anniversary of Spring Training seminars offered by the Pennsylvania Financial Aid Training (PFAT) Program. The starting line-up has been put together to help address current financial aid issues and prepare us for the start of the regular season. Some of the innings planned are NCAA reporting, developing a preferred lender list, new bankruptcy laws, clock hours and Robert's Rules just to name a few. Warming up in the bull pen will be the Federal and PHEAA updates. The East All-Star session has been moved from Valley Forge to Grantville, just outside of Hershey, hoping to cut back on travel time for some players.

If you have any Spring Training pictures from past years, bring them to add to our display of 10 years of Spring Training for all to see. Please join Joe Alaimo and his team of Sandra Cronin, Kathy Gates, Connie Hake, Carrie Meyers, Ken Shutter and Kim McCurdy for a grand slam home run!



Workshops Instruct Counselors about Financial Aid

Submitted by
Alison Seagle, Chair
Counselor Workshops

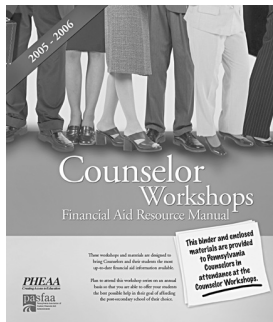


Cheryl Gerber and Dan Johnston review federal financial aid programs.

November 22 marked the end of the Counselor Workshops presented by AES/PHEAA Regional Directors and financial aid representatives from across the state. We had seasoned aid officers and those who were co-presenting for the first time. From Bradford to Uniontown, Williamsport to Philadelphia, our colleagues presented material to high school guidance personnel, OVR and Career Link representatives and others in counseling roles who help us educate families about the resources available for funding higher education.



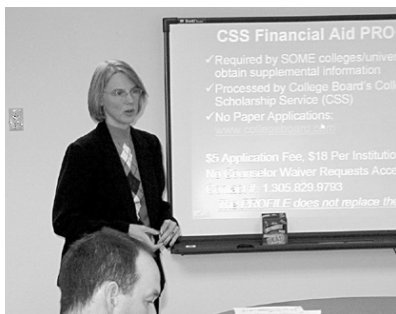
Sharon Krahe speaks to counselors at the Gannon University site.



Once again, PASFAA and AES/PHEAA have contributed to another successful year of presenting worthwhile and informative workshops for those in attendance. Thank you to everyone who volunteered to participate this year. I hope that you will continue to remember this series of training sessions and recommend it to others for the 2006-07 year.



Peter D'Annibale begins a review of the 2006-07 FAFSA.



Valerie Carles discusses the CSS Profile at the Tuscarora I.U. #11.



Judy McKenna serves as registrar for the HACC-Lancaster location.



Tom O'Donnell covers the verification process.

Presenters:

Kim Adamson
Joe Alaimo
Charlene Bedillion
Susan Behan
John Bieryla
Marguerite Borst
Dan Campbell
Jim Carideo
Valerie Carles
Sandy Cronin

Peter D'Annibale
Brandi Darr
Maryann Dudas
Cindy Farrell
Vince Frank
Erin Fritz
Cheryl Gerber
Ragan Griffin
Ken Grugel
Melissa Ibanez

Carolyn Julian
MaryKay Klara
Ginger Kline
Sharon Krahe
Gary Means
Helen Nunn
David Pearlman
Judith Rile
Alison Seagle
Stanley Skrutski

David Smedley
Jean Stone
Chris Vaughn
Doug Vore
Jean Walker
Melissa Walsh
Donna Wilkoski
Mike Wisniewski

Registrars:

Barbara Hapeman
Bill Kellaris

Michael Lewis
Judy McKenna

Kerry Paoletta



Erin Fritz discusses the FAFSA instructions at the Arin I.U. #28.

Working in a One-Person Financial Aid Office

Submitted by
Kathy Gates & Ragan Griffin
Newsletter Editorial Board



Have you ever asked yourself how will I ever get it all done? In financial aid offices with more than one staff member, typically everyone is assigned a specific duty and the workload is distributed among coworkers. Processing aid, counseling students, and doing reports might be assigned to individual aid counselors, while support staff members help answer the phone and handle walk-in traffic at the front counter. And a director oversees the whole operation. But for our colleagues who are the sole staff member running the financial aid office, getting everything done can present some interesting challenges.

We interviewed PASFAA members who represent a number of different types of schools – nursing, career and technology center, and a seminary – with one thing in common; they all work in a one-person financial aid office. Their financial aid experience varies from 3 to 20 years with school enrollments ranging from 60 to 300 students. We posed the same question to each person interviewed, “How do you get it all done?”



(front row l to r) Deb Woodcock, Kelli Leonard and Connie Hake pick up pointers in the “Managing the Small Financial Aid Office” session at the PASFAA conference.

Everyone agreed that it is most important to prioritize their work. **Rob Schalles, Conemaugh School of Nursing**, felt strongly that having a solid “plan of attack” and setting goals to complete high priority tasks first is imperative. He said, “If you don’t handle it today, it will still be on your desk to complete tomorrow because there is no one else to do it. Try not to procrastinate.” Sometimes the low priority items don’t get done at the office. Most agreed that they take work home evenings and weekends or work through their lunch hour.

Annmarie Weisman from Episcopal School of Nursing

uses Microsoft Office Task to stay organized and list priorities. Most everyone agreed that because you work independently, you should be self motivated and have good time management skills to do the work accurately and efficiently.

In addition to packaging, verifying, processing Pell, certifying loans and determining eligibility for state grant aid, the one-person aid office administrator must also meet with the students. Everyone said that they are expected to be available to the students pretty much on demand. Therefore, interruptions can disrupt a plan for the day at any time. Annmarie tries to anticipate what the students may want or need and provides information to them before they ask. **Kelli Leonard, Lutheran Theological Seminary at Gettysburg**, said she finds it beneficial to conduct seminars throughout the year to keep the students informed. The advantage of a smaller office is that you get to know the students more intimately and can give them the personal care that they may need. Rob says that the location of the financial aid office is also important in fulfilling the students’ needs, because sometimes it feels like he also wears the counselor “hat.” Most said they use materials available through the lenders, guarantee agencies and servicers as resources for students.

With regard to technology, most schools said that they use the technology provided by the guaranty agency to process Pell, certify loans, satisfy counseling and reporting refunds. **Tracey Wassel from UPMC Saint Margaret School of Nursing** said that she uses Word and Excel programs for student tracking and support. **Deb Woodcock, Lancaster County Career and Technology Center**, makes use of the electronic versions of the Financial Aid Handbook, Common Manual and Dear Colleague letters to avoid keeping years worth of paper manuals. All agree that they rely on e-mail communication with their colleagues a lot!



Tracey Wassel (fourth from left) and fellow Nursing Sector members use sector meetings to stay connected as most represent one-person offices.

Everyone mentioned that they take advantage of the workshops and seminars provided by PASFAA or their guaranty agency throughout the year. **Connie Hake, Lancaster General Hospital**, said that she especially likes to attend scheduled sector meetings with her colleagues to share ideas and ask questions among her peers. Annmarie likes to read the material provided on the NASFAA web site. Most agree that they appreciate the visits from the AES regional managers who they see as excellent resources.

The primary disadvantage of the one person financial aid office is that there is only one individual ul-



Annmarie Weisman shares her experience working in a one-person financial aid office.





Rob Schalles urges one-person aid office directors to stay up-to-date with technology.

The primary disadvantage of the one person financial aid office is that there is only one individual ultimately responsible for the entire operation. That same person frequently is responsible for not only the day-to-day aid administration but also performs billing functions, Title IV refund calculations and student enrollment reporting. Rob cautioned that one person office aid directors need to "beware of complacency since regulations and school policies may change" and "that folks should take advantage of new technology to keep themselves current in the field." As is true in all financial aid offices, regardless of their size, these one-person aid office directors expressed some frustration with their school's administration not understanding the amount and type of work involved in the life cycle of financial aid.

When asked what advice they would give to other one-person office aid directors, most said it is critical to network with colleagues and to get to know others in similar situations. To avoid the feeling of isolation a one person office can generate, Annmarie says it is helpful to talk to other colleagues who "speak" the same language and know the acronyms (COD, ISIR, etc). This interaction with colleagues is invaluable because they can help you understand the nuances of financial aid. Other one-person aid office veterans offer this advice: try not to do everything at once and look at long-range goals, not just short term ones, especially until you design or set up your own system of doing things.

For anyone considering taking on a one-person office or just starting out in one, know that all of the individuals who were interviewed for this article said that they truly enjoy working in a small office where they get the opportunity to "wear many hats." The one-person arena gives you a keen appreciation of how all the varied aid programs interrelate with each other. Take to heart this final bit of wisdom from these veterans: it does get easier, the longer you do it!

Editor's note: Special thanks to the individuals who agreed to be interviewed for this article.

PASFAA Continues Support at College Fairs

Submitted by
Jamie Kosh, Chair
Financial Aid Awareness Committee



(l to r) Kim McCurdy, Lori Williams and Dan Campbell work at the Philadelphia College Fair.

The Philadelphia NACAC College Fair was held Sunday, October 30. A number of PASFAA volunteers covered the morning and afternoon shifts at the PASFAA table. The fall fair schedule included eight PACAC and one NACAC fair. We had a strong PASFAA presence at these fairs as well and thanks go out to all of the volunteers who provided families financial aid information.

The spring fair schedule begins May 1 with the Northeastern Regional Fair in Wilkes-Barre. Additional dates are May 2 – Main Line Regional Fair, Villanova University; May 3 – Penn State Area Regional Fair, State College, and May 4 – Lancaster County Fair, Franklin and Marshall College. We have PASFAA volunteers in place but additional volunteers are always needed and welcomed. Please e-mail me at jkosh@francis.edu if you are interested in helping out.



David Pearlman and Tonya Anthony distribute financial aid information in Philadelphia.

At a meeting, December 8, the Awareness Committee met with Keith New of AES/PHEAA to secure the needed materials for the spring college fair season and to explore new directions for the committee. A huge thank you to Patty Cegelka for all of her hard work and dedication to our committee and for all of the help and support she is giving me as the new chair.



(l to r) Mary Kosin, Mirtha Wilczynski, Patty Cegelka and Joe Alaimo at the PASFAA table at Luzerne County Community College.



(l to r) Kim McCurdy, Annmarie Weisman and Dan Campbell at the Philadelphia College Fair.



Bernard McCree, Mary Ellen Duffy and Judy Cashmere talk to students at the Berks County College Fair.



WASHINGTON UPDATE

Politics Trumps Policy

Submitted by
Scott Miller
Federal Relations
Director, AES/PHEAA

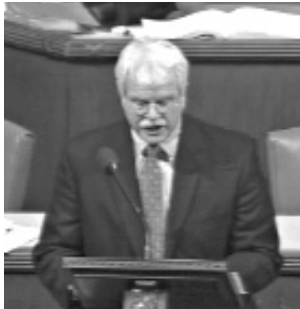
Today is December 2 and I was hoping that I would be able to provide a substantive article on the outcome of reauthorization or, at least on whether or not reauthorization would be completed or, maybe, how some of the controversial issues would be resolved. But, I can do none of those things. Instead, I am left with the task of explaining why nothing has happened and why nobody in Washington, DC has any clue about the answers to any of these questions and why they may not have any answers anytime soon.

Politics in the Driver's Seat

Politics is surely a part of everything that happens in Congress. But, even given that, it is becoming more and more clear that today, politics is everything and policy is virtually nothing. It seems more important to score points in the press than to pass legislation. More important to make the other political party look bad than to spend time and effort on policies that would be good for the American people. And, more important to make decisions based on what you think will play well with voters next November than to concentrate on making this a better nation.



Do I sound disappointed, frustrated, or even angry? Well, that's because I am all of the above. My goal, PASFAA's goal, and PHEAA's goal in this reauthorization have been to work hard to improve the student financial aid programs, to increase the amount of aid available, and to further eliminate economic barriers that keep postsecondary education out of the reach of too many Americans. Instead, we have been forced to concentrate on creative ways to generate federal budget savings and to try to make modest progress towards these goals while trying to spend the bare minimum amount of new federal dollars.

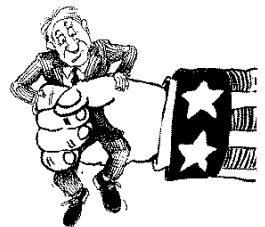


George Miller (D-CA) delivers a speech on the House floor regarding student financial aid cuts in the budget reconciliation.

Budget Reconciliation Nets Savings?

Why are we in this predicament? Because Congressional leaders decided that this was the year to make a token effort to reduce the federal deficit via a vehicle known as Budget Reconciliation. This is a prime example of politics trumping policy. To achieve their Budget Reconciliation objectives, Congressional leaders have spent countless hours trying to cut selected federal programs to achieve between \$35 billion and \$50 billion in federal budget savings over five years. That is \$35 billion when compared to a \$350 billion annual deficit and a more than \$6 trillion (yes, trillion!) cumulative federal debt. It doesn't take a mathematician to figure out that \$35, or even \$50, billion won't make a dent in red ink of that magnitude. And, to add insult to injury, the federal student loan programs are being directed to bear one third or more of the budget savings – an amount way out of proportion to the fact that student loans make up 0.5% of federal spending on mandatory (or entitlement) programs.

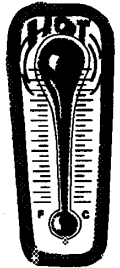
Is this good national policy? Have we forgotten that investing in education pays dividends for decades to come? Have we forgotten that college graduates earn more than \$1 million in their lifetime more than high school graduates? And that this means college graduates pay billions more dollars in taxes over their working lives, which would probably do more to alleviate the federal budget deficit than this politically driven attempt at Budget Reconciliation.



So, this leaves me dazed and confused and it leaves you without any clue as to how reauthorization will turn out (a malady I share with all my colleagues in Washington and with the vast majority of Congressional staff). Maybe we'll get lucky and reauthorization will be completed by Spring Training time or in time for the spring issue of this newsletter. That is still a possibility. And, maybe we'll get even luckier and the final reauthorization product will include most of the good provisions that have found their way into the bills (like more grant money and administrative relief for FAAs). But to achieve that, policy is going to have to win out over politics! My advice to you: don't bet the mortgage on it!



What's



on the Hill?

Watching and Waiting for Washington

Submitted by
Carol Handlan, V.P. & Chair
Government Relations Committee



The 2005-06 Government Relations Committee members are Carol Handlan (chair), Susan Bogart, Ruth Cramer, Mary Ellen Duffy, Rachel Lohman, Tom Lyons, Wendy Mahonski, Fran McKeown, Mary Miller and Scott Miller.

The Government Relations Committee (GRC) is anxiously waiting to see what will happen with Reauthorization. Scott Miller still says at this writing that it is a 50/50 chance that we will see Reauthorization this year and Carol Handlan is staying on the record that it will indeed happen. In the interim, the committee is closely watching the House and Senate actions in Washington and monitoring those areas critical to our students, families and institutions. We will continue to post the House and Senate side-by-side of issues and also disseminate the document to your sector representatives.

We encourage you to submit your comments and concerns to GRC and, more importantly, look to each of you to also join in the campaign to contact your legislative representatives. If your institution is contacting Washington or Harrisburg and you would like to share your correspondence with PASFAA membership, send your letters to Carol Handlan for posting to the website. The PASFAA Legislative Guide can assist you in drafting correspondence and the GRC resource section of the PASFAA website offers a list of your state and federal representatives.



PASFAA Members Testify at Pennsylvania House Hearing

Submitted by
Carol Handlan, V.P. & Chair
Government Relations Committee



Robert Flick (front row, second from left), Chair of Pennsylvania's House Committee on Consumer Affairs commences the November 9 hearing.

On November 9 in Harrisburg at the Capitol Building, Carol Handlan attended a three-hour hearing convened by Representative Robert Flick, Chair of the Pennsylvania House of Representatives Committee on Consumer Affairs. This hearing was to understand and compare the financial aid process at different colleges and review the awarding of financial aid including private student loans.

The first panel was comprised of three schools represented by PASFAA members Barbara Schmitt of Mansfield University of PA, Bonnie Behm of Villanova University, and Tarek Richan of Lehigh Valley College. The second panel of three lenders was comprised of PASFAA member Victor Bertoty of AES/PHEAA, PASFAA member, Jennifer McLaughlin of CitiBank and Barry Goulding, vice president of Sallie Mae. Each individual presented testimony related to their respective institutions. The process of determining eligibility for financial aid through and including the approval and denial of private student loans was described and discussed in detail.

At the conclusion of the session, Chairman Flick stated that perhaps his Committee should look to PASFAA to explore the high cost of private educational loans and to work further on educating students and families on financial literacy and the impact of their financing decisions. Carol Handlan spoke to Representative Flick and will be establishing a subcommittee to take on this task and will continue to work with the House's Consumer Affairs Committee.



PASFAA members testifying include Tarek Richan, Barbara Schmitt, Bonnie Behm and Jennifer McLaughlin.

FISH!

Submitted by
Judy Rile
Newsletter Editorial Board



PASFAA conferees watch the FISH! documentary.

"If you give a man a fish, you feed him for a day, but if you teach a man to fish, you feed him for a lifetime." At the recent PASFAA conference, Allyson Wynne, trainer for CitiBank, offered a two-session program entitled FISH!, based on the management theory of John Christensen and described in the book by the same name by Stephen C. Lundin, Harry Paul and John Christensen (Hyperion, 2000).

The easy-read book, written in parable form, relates how one manager was able to turn around very negative staff in an under-performing department by using lessons learned from watching local fishmongers in Seattle's Pike Place Fish Market. The fishmongers fire large, slippery fish at each other, make spectacular catches and invite customers to try their luck. The crowded noisy market all but disappears when one of the "fish guys" focuses on a customer, like they are the only two people in the place. Everyone is smiling and the cash registers ring like crazy!

The FISH! Philosophy emerged from a documentary filmed by John Christensen about the Pike Place Fish Market. What Christensen discovered and captured on the original FISH! film was that even in a workplace where fishmongers spent smelly, grueling 12-hour shifts stocking, selling and packing fish, remarkable results can occur when people accept the invitation to: (1) **play**, (2) **choose their attitude** about how they show up for work, (3) **make someone's day**, and (4) **be there** for their coworkers and customers.

Most of us probably already practice the FISH! Philosophy at work to some degree. The very nature of what we do in financial aid really requires that we incorporate these four important principles:

Play

By **play**, the authors refer to a playful attitude or just having a little fun at work. The fishmongers toss fish – literally throwing them – across the counter, across the room, over the heads of all and catching them in some not-so-standard ways. Even customers get into the act! How do we play at work? Try decorating a coworker's office for a special birthday, share a funny cartoon, or send someone out for pop-sicles on a hot summer afternoon. Have a little fun at work. Do you play?

Choose Your Attitude

You know the student. Even though they didn't follow through on what they needed to have done, it's still your fault. When they leave your office, they leave their bad attitude with you. But you can **choose your attitude** and not let their behavior influence how you feel and act. It is as simple as saying to yourself, "It's a great day," and putting a smile in your voice, even when it's hard to do. By choosing your attitude you can lessen the negativity of others. Before you go to work in the morning, pick out an attitude, just like you pick your underwear. What attitude do you choose?

Make Their Day

We **make their day** all of the time – when we help a student make sense of a complicated-looking form, explain a financial aid policy or write a scholarship recommendation. Sometimes we make their day just by being a sounding board when they are having roommate or academic problems. It's our nature. And it follows over into our relationships with our colleagues and coworkers. But we can do better by going the extra mile and adding a "wow," that extra touch of the unexpected that takes doing a good deed to a great deed. Have you made someone's day today?



Play a little and make customers feel special.

Be There

The final tenet of the FISH! Philosophy is **being there**. The fishmongers take their time with each customer as though they are the only one who counts. We do that when we give a student or parent our full attention regardless of the distractions around us. When we listen, really listen, to their concerns and direct them to the appropriate resources, we are there for them. When we slip a coworker a Hershey kiss or a reassuring note on a grueling day, we are there for them. Who knows you are there for them?

We are bombarded with expectations of good customer service, having a positive attitude and dealing effectively with difficult people. Between Dr. Phil, team-building exercises and professional development workshops, one would think that we have finally exhausted the subject. But FISH! is a bit different. It's simplistic, yet remarkably effective message delivers a fresh approach. It's worth the read. Keep those fish flying!

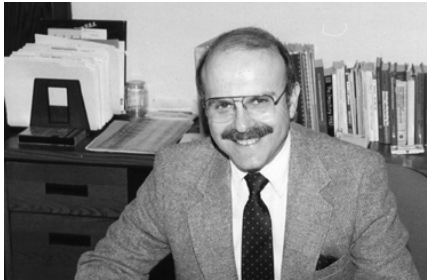


The FISH! Philosophy is lots more than just throwing and catching fish.

This occasional series recognizes the achievements and commitment of financial aid professionals whose modest dedication we gratefully acknowledge.

"Quiet Hero" Bob Latta

Submitted by
Ragan Griffin
Newsletter Editorial Board



Bob Latta in a circa 1980s photo.



ESG Advisory Board members, Father Paul Taylor (left) and Bob Latta attend an AES retreat.

What keeps a financial aid administrator happy, well informed and attuned to students' needs for almost 17 years? I asked this to Robert "Bob" Latta, director of Financial Aid at Westminster College, since all of his coworkers and peers within the profession describe him in these terms. Bob, who downplays any compliments, just chuckled loudly and said, "I guess I really just enjoy what I do – working with students and their families."

Bob's personal and professional life has always revolved around Westminster College. He is an alum, he met his alum wife there and he has worked there since he was hired as an admissions counselor in 1978. As the liaison between admissions and financial aid, Bob always enjoyed the time he spent working with Graham Ireland, the director of aid at the time. When the opportunity to help Graham with a "new fangled project" arose (federal verification), Bob leapt at the opportunity to give up a few of his "road trips" in lieu of learning more about the mysteries of financial aid. Eventually in 1988, when the director of financial aid position opened up, Bob was a natural for the job. In fact, he credits both Graham and Betty Davis as the two colleagues that helped him make a career out of financial aid.

Over the years, Bob has gained the admiration not only of his own staff, who could not say enough positive things about him, but also of the admissions office staff. Several individuals from both offices commented on Bob's outstanding ability to "connect" with families during the financial aid sessions at the college's open houses each year. There is even talk of a "pool" based on how many compliments Bob receives each year following his speech! One year, a mother told Bob, "I just want to take you home with me and cook you dinner... you were so kind and helpful," when he put to rest her fears regarding how she was going to finance her son's education.

Vince Racculia and Mary Miller, both of AES/PHEAA, indicated how much they value their professional and personal relationships with Bob. Mary described him as genuine – "genuinely kind, genuinely thoughtful and genuinely caring." Vince said that Bob's professional style and friendly demeanor make him a pleasure to work with adding, "Mr. Latta is a gentleman of the highest caliber and I consider myself lucky to have him as a friend." Jan Napiltonia, also of AES/PHEAA, called Bob a "super person" who is "sensitive to students's needs." She also attributes him with being instrumental in the development of the PHEAA needs analysis system as an advisory board member for many years.

Bob works in a three-person office, so he is well acquainted with the challenges and heavy work load that a small office encounters during the yearly aid cycle. However, each member of his staff complimented Bob's ability to "roll with the punches" and to find the time to mentor them and encourage their professional development by participating in PASFAA, EASFAA and NASFAA workshops and conferences. Both his associate director, Cheryl Gerber, and his secretary, Regene King, said his great sense of humor makes the work environment enjoyable and that his remarkable gift of "identifying" with all sorts of individuals puts students and families at ease.

According to Brad Tokar, senior associate director of admissions at Westminster College, outside of the office Bob plays a pivotal role as the voice of reason when discussing the importance of aid to families with the Board of Trustees, the college president, etc. His insight and knowledge regarding current aid trends and the financial needs of incoming families are well respected across campus.

Bob has this advice for new aid officers, "Be as active in PASFAA as you can be. Take advantage of all of the training opportunities that you can and volunteer to serve as a presenter." According to Bob, "You will be amazed at how much you learn!" He also encourages new directors to bounce ideas off of their staff. "You will be surprised at how much useful feedback you gain by doing this," says Bob.

I believe I speak for the majority of our readers when I say that if we are only half as fortunate as Bob Latta in gaining the respect of our co-workers, peers and clients, we have done our jobs well! Thank you, Bob, for being one of PASFAA's quiet heroes.



Robert "Bob" Latta on the job today.

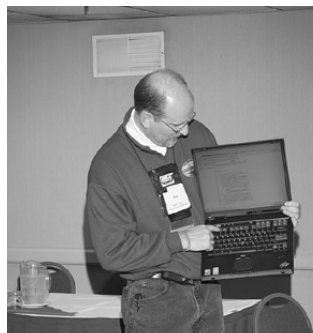
Technology Advisory & Electronic Initiatives Committee Sets Goals

Submitted by
Dan Wray, Chair, Technology
Advisory & Electronic Initiatives



The 2005-06 Technology Advisory and Electronic Initiatives Committee is off and running with many new and continuing projects!

The Committee: Dan Wray (chair), Melissa Kunes, Matt Williard, Rick Sparks, Melissa Phelps, Jean Walker, Valerie Mockus, Heidi Hunter, Margaret Hynosky, and Gary Means. Please feel free to contact us at any time with suggestions!



Dan Wray demonstrates in the "I Know Nothing about Technology" session.

Web Resource Guide: All 6,000 copies of the 2005 version of the PASFAA Web Resource Guide have been distributed. We will soon begin work on the 2006 Guide, so if you have any suggestions for improvement, please let us know ASAP.

Web-Based Survey Tool: A web-based survey tool was used for the first time by PASFAA President Patty Hladio when doing a survey for the Strategic Planning Committee.

PASFAA-Owned Equipment:

- In an effort to maximize the usability of the three PASFAA-owned laptops, we recently upgraded the machines' RAM to approximately 768 MB. This should make the machines operate faster and it should increase their ability to run standard software packages.
- The laptop formerly held by PASFAA's Treasurer has been transferred to the chair of the Conference Committee. The treasurer does most of her work on-line now.
- Each PASFAA-owned laptop also received a 128 MB memory stick (to aid in the handling of files) and a four-port USB hub (to permit the use of multiple USB devices such as a mouse, digital camera, printer, and memory sticks.)

PASFAA Conference Sessions: At the conference in Lancaster, the Tech Committee provided sessions on "Developing an Effective Web Presence" and "I Know Nothing about Technology." The response to these sessions was so positive that we will more than likely conduct similar sessions for Spring Training and possibly at the 2006 PASFAA Conference as well. Other topics may include Web-Based Training and Internet Security. If you have any suggestions for session topics, please let us know.

Web-Based Training: This project is in its earliest stages of development, but we hope it will soon be of assistance to PASFAA members who are considering a position within the Association (e.g., enable members to scope out what the duties and responsibilities of a position are before volunteering) and to PASFAA members who are already serving (e.g., to confirm that all assigned duties and responsibilities are being accomplished.) This will be a big project with many phases, so look for more info on Phase 1 later this year.

NASFAA Fall 2005 Workshop

Submitted by
Gary A. Means
Westmoreland County
Community College



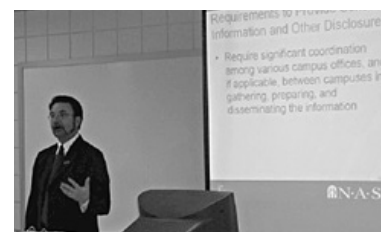
The Fall 2005 NASFAA Workshop topic was "Administrative Capability: Campus-Wide Compliance." EASFAA handles presenting this annual training in Pennsylvania. This year it was offered November 8 at Cedar Crest College with over 90 in attendance and at Westmoreland County Community College on November 15 with over 60 participating. Presenter at both sites was Gary Means, Director of Financial Aid at Westmoreland. In addition to financial aid staff, the workshop attracted attendees from offices such as bursar, finance, admissions and registrar.



Attendees follow along in their manuals.

This year's topic dealt with Title IV aid regulations that affect not just financial aid office processes, but a number of different offices throughout the institution, and how important communication is with all offices to make sure federal guidelines are followed. Specific topics included:

Coordination/Development of Campus-Wide Activities
Adequate Resources
Separation of Functions
Electronic Communications
Reporting and Recording Keeping Requirements
Contingency Planning
Creating New Programs
Student Consumer Information
Promoting Capability Compliance



Gary Means discusses student consumer information.

Along with a lot of good information, attendees also were given a diskette of a template of a presentation that financial aid offices can use to help their administration understand their office's functions.

Get Focused

Submitted by
Alisa DeStefano
Newsletter Editorial Board



We've all done it. We start on a pile of verifications, but the phone rings with a student asking why he is not eligible for the Pell Grant. You hang up the phone only to have a student come to the office asking why his Stafford Loan can't be increased. You answer his question just before you rush out to make a presentation at an orientation program across campus. Back at your desk, you realize you have not completed any of the verifications. No wonder it's so difficult to focus.

Clarity and focus are two things which go hand-in-hand but are so difficult to maintain due to the nature of our field. Kevin Eikenberry, of the learning consulting firm, The Kevin Eikenberry Group, explains focus and clarity of tasks this way, "If you wear corrective lenses of any kind and go for your annual vision check, you know what it is like when your new prescription is applied. You see more clearly with greater focus. Suddenly your mind doesn't have to think about focusing. Things already are (in focus) without 'working' at it."

Here are some ideas of how to gain and maintain clearer focus and vision:

Remove or Create Distractions – Find Your Fit

For some people distractions, such as your computer alerting you that a new e-mail has been received or hearing background music playing, can cause a loss of focus and ability to concentrate. Removing the distraction helps to increase the focus and clarity of the task at hand. Turn off the incoming e-mail alert from your computer and try to maintain a quiet office space.



For those at the other end of the spectrum, background distractions are necessary in order to concentrate. According to Cynthia Tobias, M.Ed. and author of several books regarding learning styles, a kinesthetic learner is one who needs movement in order to learn, often can listen better while doing something else or is able to work better while on the move or with background noise (e.g. music playing). This explains why some people can work listening to the radio while others are distracted by it.

Your Best Time of Day

Some of us are morning people and some of us don't function well until the afternoon. What time of the day are you most awake and most productive? Try to plan your day accordingly. For instance, around 2 p.m. I'd hear from coworkers, "You look like you need toothpicks to hold your eyes open." I realized that I feel more alert and productive in the morning than after lunch and began to do more difficult or tedious tasks before noon rather than putting them off until later. On the flip side, one of my co-workers is not a morning person at all and functions much better in the afternoon (so that's when I approach her for favors or with difficult questions).



To-Do Lists

Many of us have to-do lists, but we don't use them to their potential. According to Kevin Eikenberry, most of us create to-do lists that are way too long for the goals of a given day. He advises that you decide the evening before what you need to accomplish the following day, write a reasonable to-do list to accomplish these goals, then prioritize the list with the five things that are most important. A colleague doesn't leave the office until she has the next day's succinct to-do list ready and waiting on her desk for her arrival the next morning.



Inch by Inch, it's a Cinch

Distractions can make us feel fragmented and unproductive, as if we are not accomplishing anything at all. Instead of being overwhelmed by all you need to accomplish, consider the philosophy of this quote by Robert Schuller that "doing a little at a time is better than doing nothing at all." Break a big project down into smaller, manageable bites and cross off each completed "bite" on your to-do list as you accomplish it. A colleague, who admits that she freezes up and doesn't do anything when she is overwhelmed by a huge task, learned to use this method with great success.



So what is your most productive time of the day? How effective is your to-do list? Have you been trying to concentrate in silence when all along a little music playing could have helped you gotten more accomplished? Figure yourself out and be amazed by how much better you can focus. One final note: if you have been procrastinating on a project or task (i.e. your desk needs to be cleaned up, you have to write that report, you need to figure out why a student's loan won't certify), do it now. Often completing a small job and getting it done and out of the way clears our minds for logical thinking and productivity to tackle the next big job at hand.

2004-2005 Annual Financial Report

PENNSYLVANIA ASSOCIATION OF STUDENT FINANCIAL AID ADMINISTRATORS

TREASURER'S REPORT

June 30, 2005

Assets as of June 30, 2005		
Operating Bank Checking Account	2,117.49	
College Bank Money Market Account	14,004.15	
Providence Insurance Company Fund - Cash &	8,342.48	
Providence Value Fund - Cash &	40,808.01	
Providence Cash Fund - 10/14/03 - 11/23/04	64,146.90	
Providence Cash Fund - Money Market	2,522.46	
TOTAL ASSETS AVAILABLE		117,939.09
LIABILITIES		
Membership Dues - Admin	33,855.00	
Membership Dues - Insurance	11,802.10	
Dues - Insurance (Cash - Admin)	0.00	
General Sponsorship for 2004-05	122,000.00	
General Sponsorship for 2005-06	125,000.00	
Conference - Annual Fund	5,255.00	
Conference Fund	81,650.00	
College Training Committee	12,000.00	
College Training Fund	2,600.00	
Administrative Expense	5,170.00	
Payroll Conference Expense	0.00	
Unsettled Accounts Payable	2,450.00	
TOTAL LIABILITIES		355,932.10
TOTAL FUNDS		512,720.49
EXPENDITURES		
Administrative Expenses	\$ 3,755.22	
Administrative Fund	\$ 4,365.11	
Conference - College Budget High School (2004)	\$ 125,000.00	
Conference - Training (2004 and 2005)	\$ 175.00	
Conference - Conference (2004 and 2005)	\$ 1,675.00	
Conference - Conference (2004 and 2005)	\$ 5,850.00	
Executive Council	\$ 7,900.00	
Finance & Investment Fund	\$ 2,645.00	
Insurance and Investment Fund	\$ 5,170.00	
Insurance (2004-05)	\$ 5,170.00	
Insurance (2004-05) (2004-05)	\$ 2,420.00	
Insurance	\$ 32,000.00	
Insurance Service Fund	\$ 1,575.00	
Student Expense	\$ 120.00	
The General Expense Fund (2004-05)	\$ -	
Student Expense	\$ 10,000.00	
Tax Liability	\$ 200.00	
Training (Admin and Business Expenses)	\$ 8,000.00	
Training (Admin)	\$ 10,000.00	
Travel Expense	\$ 1,000.00	
Unsettled Accounts Payable	\$ 14,000.00	
TOTAL EXPENDITURES		116,894.10
BALANCE - Total Funds (June 30, 2005)		116,894.10
CASH ON HAND, June 30, 2005		
Operating Bank Checking Account	104,594.00	
College Bank Money Market Account	12,562.00	
Providence Insurance Company Fund - Cash &	0.00	
Providence Value Fund - Cash &	0.00	
Providence Cash Fund - 10/14/03 - 11/23/04	28,732.00	
Providence Cash Fund - Money Market	1,000.00	
TOTAL CASH ON HAND		146,888.00

NOTE: Cash on Hand is 100% of the total funds available as of 6/30/05

AUDITED BY:

Shirley A. Fisher, Treasurer

Shirley A. Fisher, Treasurer

PASFAA Reaches Out to Colleagues on Gulf Coast

Submitted by
Barbara Schmitt
PASFAAPast President

When we think of Hurricane Katrina, we think of the personal devastation, but we don't always remember the impact on the professional lives of those affected. President Sherry Gladney of the Louisiana Association of Student Financial Aid Administrators (LASFAA) described the members' professional development needs. Many have various training and conference commitments that they are unable to fulfill due to the lack of travel funds. Some no longer had schools operational and therefore are unable to pay their expenses as expected. Others are employed at state schools where the Governor of Louisiana placed a moratorium on travel reimbursement. Given their needs and given that volunteerism is at the heart of both our associations, PASFAA donated \$1,000 to help LASFAA members – and our colleagues – fulfill their professional development commitments.



A letter of thanks from LASFAA appears below. In addition, there was an attachment detailing the specific members, workshops and conferences that benefited from our donation.



LOUISIANA ASSOCIATION OF STUDENT FINANCIAL AID ADMINISTRATORS

DEDICATED TO ASSISTING STUDENTS

October 26, 2005

Barbara Schmitt
PASFAA President
Mansfield University of Pennsylvania
Mansfield, PA 16633

To Ms. Barbara Schmitt and the Members of PASFAA:

On behalf of the Louisiana Association of Student Financial Aid Administrators, I would like to thank you for your generous donation of \$1,000.00 to LASFAA. Your thoughtfulness has touched us deeply and will never be forgotten. I have provided you with a copy of our recently adopted policy stating how the funds will be used and the immediate needs we were able to address as the result of your gift.

Please do not hesitate to contact the LASFAA officers and members if you need our assistance.

Best regards,

Sherry Gladney,
2004/05 LASFAA President
(318) 675-5562
sgladney@lsfaa.org

2006 Conference Travels to Chocolatetown

Submitted by
Joetta Bradica
2006 Conference Chair



The 2006 Conference Committee is up and running!

Plan to spend Halloween 2006 in Hershey. The 38th annual PASFAA Conference will be at the Hershey Lodge in Hershey from October 27-November 1, 2006. The Hershey Lodge is a wonderful facility and is conveniently located close to the Chocolate Spa at the Hershey Hotel, Chocolate World, "Hersheypark in the Dark," golf at the Hershey Country Club and shopping at the Hershey Outlets. (And for you self-confessed chocoholics, there will be plenty of chocolate!) The conference committee welcomes suggestions for session topics. Future newsletters and the PASFAA web site will provide updates as the committee plans your conference in "the Sweetest Place on Earth."



2006 conference committee members:

Joetta Bradica (Chair)	PSU-College of Medicine
Doug Vore (Chair Designee)	Montgomery County Community College
Connie Hake	Lancaster Institute for Health Education
Stephen Helfrich	York Technical Institute
Maryann Hubick	PSU-Lehigh Valley Campus
Kimberly McCurdy	Bank of America
Cate McIntyre	PA School Services, AES
Leslie Ramusack	Thomas Jefferson University
Judith Rile	PSU-Berks Campus
Crystal Ross	Keystone College

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mxh61@psu.edu
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cmcintyr@aessuccess.org
leslie.ramusack@jefferson.edu
jar38@psu.edu
crystal.ross@keystone.edu

"When we needed some extra money to help pay for their education, we selected Edamerica's parent PLUS loan."



Karen Fox

Director of Financial Aid
Lancaster Bible College

My husband and I currently have two sons attending private colleges in Pennsylvania. Our oldest son, Nathaniel, is a Criminal Justice major at York College of Pennsylvania. Our youngest son, Stephen, just finished his freshmen year at Eastern University and is majoring in Accounting/Finance. They both work fulltime jobs over the summer to help with their education costs as well as working part-time during the school year.

Our college recently selected Edamerica as one of our preferred lenders. As a financial aid administrator, I have been very impressed with Edamerica and the excellent service they have given our college. In addition, the 1% discount that is offered with the PLUS loan makes selecting Edamerica for a PLUS loan an even better deal.

Thank you Edamerica for offering the PLUS loan so we can make sure our sons accomplish their dreams and ours for a college education.

edamerica.
Dream. Achieve. Become.

4.60%
PLUS loans

PELA News

Submitted by
Jim Jackson
Sallie Mae



Pennsylvania Education
Lenders Association

On behalf of everyone in PELA, thanks to all the folks who helped make this year's PASFAA conference a tremendous success. As PASFAA is working to realign its direction and value with the needs of the membership, PELA too will be discussing ways we can improve and become a more integral part of the PASFAA organization. Please feel free to speak with your PELA lender representatives about specific services you would like to see from our association.

Congratulations to the following 10 schools who were winners of a \$1,000 scholarship from PELA:

DeSales University
Baptist Bible College
Lycoming College
Community College of Allegheny County
Eastern University

Westminster College
All State Career School-North Versailles
East Stroudsburg University
Susquehanna University
Devry University

We look forward to seeing all of you again at Spring Training. Until next time!



Sharon Murray and Frank Hollister present
PELA's "Help Us Help You" session.



PELA president, Judy McKenna and treasurer
Tony LeRe, pose with some of the PELA scholarship winners.

Finance & Development Thanks Sponsors and Sets Goals

Submitted by
Ken Grugel, Chair
Finance & Development



What a great PASFAA conference we had this year thanks to your participation and that of our 11 new sponsors. We must be doing something right in PASFAA that so many new companies want to join the fun and educational opportunities that we provide each year.

The focus of this year's committee will be to review our overall investment policy, brainstorm new and better ways to utilize our funds, and of course, look for new sponsorship opportunities.

If you are contacted by a lender, software vendor, or any other company that your school does business with, and you think they would be a good sponsor for PASFAA, please contact Greg Gearhart, chair designee, at gearhart@messiah.edu or me, at kgrugel@clarion.edu and we will contact them.

Thank you to the following sponsors who are providing generous support for PASFAA activities for the 2005-06 fiscal year. It is because of this support that PASFAA is thriving as an organization and able to create new initiatives for our members. We look forward to continued close work with each of these sponsors in the year to come.

Platinum (\$9,000 and Above): American Education Services, Citizens Bank, Key Education Resources, M&T Bank Educational Lending, National City, PNC Bank, Sallie Mae

Gold (\$7,000): Citibank, College Loan Corporation, Edamerica, Educaid/Wachovia, Nellie Mae, SunTrust Education Loans

Silver (\$3,500): Academic Finance Corporation, AMS/Academic Management Services, Bank of America, Bank One, Beneficial Savings Bank, Campus Door, EDFUND, First Marblehead, New Jersey Higher Education Student Assistance, Sovereign Bank, Sallie Mae Education Trust, Student Capital Corporation, Student Loan Xpress, USA Funds, Wells Fargo Bank



STATE-RELATED SECTOR

Submitted by
Bernard L. McCree
State-Related
Sector Representative

Hello I am the Director of Financial Aid and Registrar at Thaddeus Stevens College of Technology. I have 17 years of admissions, financial aid and registration experience and am excited about being your sector representative for the next two years. For those of you who attended our annual conference, we had a very good meeting with about 25 members in attendance. Several issues came to light, but the most important issue was about alternative loans and their impact on our students.

Several members have expressed interest in working together to communicate our concerns to the lenders regarding the increased indebtedness of students in reference to private loans. If you would like to provide additional information, please e-mail your concerns to me at mccree@stevenscollege.edu.

PRIVATE SECTOR

Submitted by
Shari L. Payne
Private Sector
Representative

It was great to meet so many of you at the Private Sector meeting during the PASFAA Conference. I look forward to meeting even more of you at our upcoming sector meetings this winter.

I sent out an email to the entire sector asking for feedback on meetings dates and locations. I was overwhelmed and encouraged at the number of positive responses that I received. I am still evaluating all of your feedback, so stay tuned for more details on the upcoming meetings. You certainly won't want to miss the next meeting as we'll be discussing ways to deal with the state grant formula change for the upcoming packaging season.

Please feel free to contact with me with other items that you would like to add to the winter meeting agenda. I can be reached at (412) 262-8545 or payne@rmu.edu.

INSTITUTIONAL SUPPORT SERVICES SECTOR

Submitted by
Lesa A. Angell
Institutional Support
Services Sector
Representative

Hello fellow ISS members! With this as my first article representing the group, I'd like to thank you for providing me the chance to do so. I want to have completely open communication, so please do not hesitate to contact me at langell@collegeloan.com or at 570-759-7137.

We have had two recent meetings. At the conference at the Lancaster Host, we discussed the events at PASFAA. Since there were only five of us in attendance, we decided we would open all discussions about the conference at the upcoming PELA (ISS-recognized meeting format within PASFAA) meeting.

On October 25, we convened again at AES/PHEAA in Harrisburg for a full meeting as the PELA organization. (Watch for complete details of the meeting in the minutes.) It was agreed that the conference was very successful, and we were pleased with the way things ran for us as vendors/sponsors. We want communication to remain very open between any lender representatives on PASFAA committees that directly impact us, specifically, Finance and Development as well as Conference and Spring Training. The better we communicate to our PASFAA colleagues, as well as among ourselves within our sector, the better our future conferences, trainings, and committees will be.

From the meeting, as "collaborators and competitors," we already have many ideas on the plate for training, website design, and future development in general. We discussed our role within PASFAA and appreciate the voice we have and that Council and committee chairs always consider our ideas. It is not with demands we bring suggestions, but only if it works within the confines of the Council or the appropriate committee.

Our members on the Spring Training Committee were polled for ideas on what specific training needs our sector may have that have never been offered. Please contact me with any ideas or requests for topics. Take care and safe travels to everyone!

NURSING SECTOR

Submitted by
Annmarie Weisman
Nursing Sector
Representative

Hello to the Nursing Sector! It was so nice to see so many of you at the PASFAA Conference. The turnout was excellent at our sector meeting, and it was nice to compare notes on some of our unique challenges. Many of our schools are small, so we often end up working on non-financial aid issues like drug testing, Constitution Day, etc. Rather than reinventing the wheel, many people are so willing to share what they are doing with others. The next time you face a daunting task, why not reach out to another nursing sector member? A quick search of the PASFAA online membership directory by institution type will get you the contact information you need (name, phone number, e-mail, etc.) for your fellow PASFAA Nursing Sector colleagues.

There are also a number of FAOs in the Nursing Sector that are not currently PASFAA members. Please join me in encouraging people whose memberships have lapsed or newcomers to become members. I know that budgets are tight, but a PASFAA membership is an excellent resource at a reasonable price. If you know of newcomers to our sector, please let me know so that I may get in touch with them to welcome them and explain the benefits of being a PASFAA member.

Please send me ideas for training topics I will forward them to the appropriate committee. We may also use them for a future training session for the Nursing Sector. Members of our sector meet in the East and the West periodically, but we are hoping to get everyone together in one place for a meeting in Spring 2006. Please contact me with any concerns you have related to PASFAA so that I may take them to the next council meeting. My email address is annmarie.weisman@tuhs.temple.edu or reach me by phone at 215-707-0011.

Finally, I would like to thank Ginny Kopko for serving as Nursing Sector Rep for the past two years and wish her well in her new position at Slippery Rock University.

INSTITUTIONAL AT-LARGE SECTOR

Submitted by
Dana R. Suter
Institutional At-Large
Sector Representative

"Success in life has nothing to do with what you gain in life or accomplish for yourself. It's what you do for others." – Danny Thomas

Did you enjoy yourself at the PASFAA Conference? Are ready to get more involved with PASFAA? PASFAA is a volunteer organization and its members are the foundation of the programs and services we are able to provide. Without volunteers like you, our Association would not be able to offer the training programs, workshops, and benefits that PASFAA members now enjoy. Please consider sharing your time and talents by serving on a committee or by volunteering for one of the other service opportunities available. Your life will be touched as you meet and work alongside new colleagues.

I would like to personally thank, Joan Holleran, Kutztown University of PA, Nicole Young, Bucks County Community College and Robert Snyder, Penn State, who at the last minute volunteered to help me present the Federal Work-Study session at the conference. "The heart of a volunteer is not measured in size, but by the depth of the commitment to make a difference in the lives of others." These three volunteers definitely made a difference in my life and for that, thank you!

If you have any questions about volunteer opportunities in PASFAA, you can reach me at (570) 320-2400 ext 7371 or e-mail me at dsuter@pct.edu.

PA STATE SYSTEM of HIGHER EDUCATION SECTOR

Submitted by
Diane G. Fegely
PASSHE Sector
Representative

By the time you read my article it will be 2006. Good grief! The sector meeting at the PASFAA conference was very well attended. Our guests were Lois Johnson, Chancellor's Office; Jeannie Judd-Wagner, John Blake and Sara DiStanislao, Sytec; and Tom Butler, Core Philly Scholarship Program. Lois covered tuition costs, how PASSHE should be paying out over-time, fees charged for part time attendance (per credit vs. flat fee) and general questions. The folks from Sytec previewed screens that will be used with the new campus management system. Tom Butler answered questions regarding Core Philly and funding for that program.

As I begin to plan the April Sector meeting, I am looking for suggestions for a location and agenda items.

During my first few months as your sector representative, I sent out a few messages for the good of the order. Since my crystal ball is out of commission, I haven't been able to tell you that Reauthorization occurred by the end of the year.

Thanks for the encouragement and support you have given me as I assumed the role as your sector rep. Please feel free to contact me with issues for PASFAA Council or to share with our PASSHE group at either 610 683-4033 or fegely@kutztown.edu.

PUBLIC TWO-YEAR SECTOR

Submitted by
Cheri L. Kramer
Public Two-Year
Sector Representative

Greetings Public Two-Year Sector members! We had a very informative two days at our November 17-18 meeting. The fall 2005 meeting took place at AES/PHEAA with 14 members in attendance. We had a full schedule each day with invited guests from AES/PHEAA speaking on particular topics of interest chosen by the sector. Karin Right-Nolan spoke about the new WAGE program, Carol Egan shared a legislative update with us and Chris Zuzack discussed the state grant formula. All were very helpful in answering sector members' questions. We covered many topics that selected sector members wanted to talk about in our group discussion time. All in all, the meeting was very successful.

Our next sector meeting will take place April 20-21. Details have not been worked out yet as to the location.

I would like to thank sector members again for allowing me to represent our fine public two-year sector.

BUSINESS, TRADE & TECHNICAL SECTOR

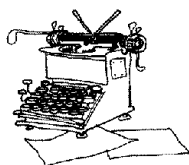
Submitted by
Kimberly A. Reilly
Business, Trade
& Technical
Sector Representative

"Teamwork doesn't tolerate the inconvenience of distance."

Greetings BT & T sector members! It was a pleasure to get to meet so many of you at the sector meeting at the conference in Lancaster. Many of you were ready with your questions or concerns for the sector and it was great to see everyone take such a collaborative approach to our sector's unique issues.

Please be sure to check the PASFAA website calendar over the next few weeks as I continue to update the quarterly meetings for each of the three sub-sectors. If you have any questions or concerns before these meetings take place, please email me at kreilly@uticorp.com or call 610-646-8651. I look forward to hearing from you.

And finally, I would like to say a special thank you to Stephen Helfrich for all of his hard work over the last two years as the outgoing BT & T sector rep. I have some mighty big shoes to fill!



From the Editor's Desk

The theme of the 2005 PASFAA conference resonates throughout our daily life in and out of the financial aid office. Gulf Coast residents ripped from their homes and livelihoods by devastating hurricanes are survivors, piecing their shredded lives back together again amidst the rubble and chaos. Our men and women in the Armed Forces in Iraq and other military conflicts dodge mortar attacks and suicide bombers daily. Their survival is a real test of wits, training, and courage. Across America, the homeless and destitute eek out a meager existence barely surviving day-to-day.

Some of our institutions have welcomed displaced students from the Gulf region giving them a bit of normalcy by enrolling them and then waiving tuition charges. Some of us have loved ones serving in the military far from home. We try to go about our professional and private lives all the while as we worry and pray for their safe return, fiercely proud of their patriotism. And at the PASFAA conference, when we were asked to contribute to the Milagro House charity, we generously opened our wallets and our hearts with donations to help those less fortunate get a leg up to rebuild their lives.

We help others daily. We listen compassionately when a parent cries on the phone, and we understand when a student says nobody understands. The challenges we face everyday in helping students and their families may seem inconsequential compared to mortar attacks and living on the streets. But surviving can be measured in degrees. It's not how big the challenge you face that matters most, it's how well you face the challenge.

Joan L. Holleran

Joan L. Holleran
PASFAA Newsletter Editor

PASFAA Bulletin Board



By Members

Jamie Lowthert, Lycoming College, and husband, Bill, welcomed new addition, Elizabeth Erin Lowthert on October 19. Weighing in at 7-1/2 lbs and 20" long, baby Elizabeth joins her four-year old brother, Will.

Condolences to **Alisa DeStefano**, Indiana University of PA, whose father passed away in October.

Julie Salem, formerly at University of Pittsburgh-Johnstown, has been appointed as the Assistant Regional Manager of School Services in Western PA for AES.

Get well to **Sheila Checkoway**, Key Education Resources, who is recovering from surgery.

Betty L. Davis, formerly at the Community College of Allegheny County, has joined Sallie Mae as a regional sales manager for higher education sales in Western Pennsylvania.

Congratulations to new granddad, **Bernard McCree**, Thaddeus Stevens College of Technology, whose daughter gave birth to Ston Edward Nelson, Jr. on November 4, weighing in at 6 lbs, 12 oz and 19-1/2" long.

Mary Gazal, formerly at California University of PA, joined the University of Pittsburgh-Main Campus as an assistant director of financial aid.

Brittany Sparrow, daughter of **Suzanne Sparrow**, Ursinus College, has been selected as the new "Miss Central Pennsylvania 2006." She will go on to compete in the Miss Pennsylvania Pageant.

Robert Morris University welcomes a new financial aid coordinator, **Jacquelyn Selznick**, who had been in Student Accounts. She replaces Linda Herbert, who accepted a position in the RMU Enrollment Management Office.

Ginny Kopko, formerly at Sewickley Valley Hospital School of Nursing, is now an assistant director with the financial aid office at Slippery Rock University of PA.

Alison Petrucci, formerly at the Art Institute of Pittsburgh, accepted the financial aid specialist position at Sewickley Valley Hospital School of Nursing.

Liz Rihl-Lewinsky, Arcadia University, and husband Mike, announce the birth of baby boy, Jaedon Michael on September 3 who weighed in at 9 lbs, 5 oz, and was 22" long. He joins big sister, two year old Emma, who is not sure what to make of her new brother.

David Smedley, formerly at Valley Forge Military Academy & College, is now with AES/PHEAA as a policy analyst in Compliance Services.

Fred Eckert, PNC, retired in October. **Rick Sparks** and **Doug Schaeffer** will be filling his shoes as regional sales managers. **Wayne Hood** became S.V.P., manager of PNC's Education Loan Center in July. **Heather Sperratore**, formerly at Lincoln University, also joined the Campus Relations Manager team in October.

Jeanine Lawn has been promoted to Director of Financial Aid at the University of Pittsburgh-Johnstown.

Sharon Prudish, Delaware Valley College, is a grandmother again to new granddaughter, Devon.

About Members

Education Loans

That great lunch spot known as your desk.

Sure, you could probably slip out for a bite. But students are fretting, parents are sweating. You want to help them in every way you can. That's why you're dining in. And that's why you gravitate to lending partners like SunTrust. Our 30 years of education loan experience becomes yours. Our strength as a Top 10 bank helps your students. We know your challenges and can create custom solutions to help you meet them. We bring you solid borrower benefit programs, servicer and guarantor options, private loan alternatives. Call 1-800-552-3006 for more information, even on your lunch break.



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SUNTRUST

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Coming Events:

Jan – Feb 2006

January 18, 25

February 1, 8

February 15

AFS Financial Aid Services Workshops
Webex workshops

In-house workshop, AFS

March 10, 2006

Teleconference: "One Size Does Not Fit All"

March – April, 2006

March 29

April 3

Spring Training Seminars

Pittsburgh Marriott North at Cranberry Woods
Holiday Inn, Grantville

May 7-10, 2006

EASFAA 2006 Conference, Burlington, VT

June 12-16, 2006

Don Kaley Institute (for New Aid Administrators), Dickinson College, Carlisle

June 12-14, 2006

Financial Aid Basics (for Non-Financial Aid Personnel), Dickinson College, Carlisle

July 5-8, 2006

NASFAA 2006 Conference, Seattle, WA

Oct 29 – Nov 1, 2006

PASFAA 2006 Conference, Hershey Lodge

Oct – Dec 2006

Oct 30 – Nov 2

Nov 28 – Dec 1

Electronic Access Conferences

Royal Pacific Resort, Orlando, FL
Paris Las Vegas, Las Vegas, NV



4513065010 PASFAA Newsletter
Financial Aid Office
Kutztown University
Kutztown, PA 19530

