



NEWSLETTER

Pennsylvania Association of Student Financial Aid Administrators

VOLUME XXXIII / SPRING 2000

One Number, Toll Free:
1-877-PASFAA

Financial Aid

HOTLINE

January 2000

Number of calls: 825

Number of volunteers: 76

Cost of service to families: \$0

Amount of help families received: *priceless*

52nd Annual Conference
Lancaster Host
Resort & Conference Hotel
October 15-18, 2000

FEATURES

- President's Letter
- Hotline 2000 Revamped
- H. S. Counselor Workshops Grow
- President's Budget Positive for Aid
- Volunteering Pays Off
- Past Presidents' Club
- Mentor/Mentee Spotlight
- PELA News
- Council Minutes
- Sector and Committee Reports

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Editor Excerpts

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2. PUBLICATION SCHEDULE

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

Summer 2000 issue:	articles due May 15
Fall 2000 issue:	articles due July 15
Winter 2001 issue:	articles due November 15
Spring 2001 issue:	articles due February 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 and not the institution. All changes in name, address, or title should be submitted to Bill Burke, Financial Aid Office, University of Scranton, 800 Linden Street, Scranton, PA 18640. The 1999-00 membership list is maintained at the University of Scranton.

2. 1999-00 PASFAA COMMITTEES

Government Relations	Ken Grugel
Membership and Elections	Bill Burke
Professional Standards and Training	Dana Parker
Public and Professional Information	Cindy Haney
2000 Conference	Barbara Kretsch
Financial Aid Training	Leanne Yunetz
Financial Aid Awareness	Elizabeth McCloud
Technology	Greg Gearhart
Finance and Development	M. Clarke Paine

3. MEMBERSHIP IN PASFAA

Subscription to the PASFAA Newsletter is included in your yearly membership fee. Contact Bill Burke, University of Scranton, for information about 1999-00 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: <http://www.pasfaa.org>
Webmaster, Mary Miller, mmiller3@pheaa.org or PH12038.

LETTER FROM THE PRESIDENT



Dear PASFAA Colleagues,

Spring – a time of rebirth, flowers and trees coming forth after a long winter's rest. Well, I guess that can be said for many of us as well. By the time you read this issue of the Newsletter, most of us will be coming back from our brief winter hiatus (if there is one anymore) to awaken to the rush and wonders that the spring packaging season brings. While we try to weed through the mountains of paper (or electronic images) to make those all important financial aid packages, don't forget to remember that behind each folder is a student waiting for us to offer them the opportunity to achieve their goal of a higher education. All too often we get so caught up in trying to dig out from the avalanche of paperwork that we forget what is behind all those files, calls, faxes and e-mails. Next time you take a look around your office and sigh at the stacks of work still left to be done, remember why you chose this profession. Remember that these files represent dreams, and that we are part of helping to make our students' dreams come true. It won't take away the work, but it will help us all to remember why we entered this profession in the first place – and hopefully – it will make for a more pleasant packaging season.

Spring is also the time for PASFAA to gear up for its Spring Training Program as well as make final preparations for the early summer training opportunities – the Don Raley Institute and Financial Aid Basics. The Training Committee has put together some excellent programs. Make sure that you check out the line-up and plan to share in at least one of these programs to learn from and network with your colleagues on a wide variety of important and timely topics.

I hope that you will take a few minutes from your busy schedules to take a break, grab this issue of the Newsletter and sit outside in the fresh spring air. Read about the many successful programs PASFAA has presented over the last few months and the opportunities PASFAA has planned for the future. The fresh air will do you good and perhaps while you are outside, you might even catch a glimpse of some of those students whose futures you helped to shape.

Spring – what a great season! Hope you enjoy the wonders it has to bring.

Sincerely,

A handwritten signature in cursive script that reads "Bonnie Lee Behm". The signature is written in dark ink and is positioned above the printed name.

Bonnie Lee Behm
PASFAA President

Financial Aid Hotline Revamped for 2000

Submitted by
Elizabeth McCloud
Financial Aid Awareness
Committee Chair



(l to r) Donna Cerza, Rachael Lohman, Mary Kosin, Ed Moyer, Maryjo Elias took calls at Luzerne County Community College.

The 14th annual PASFAA Financial Aid Hotline took place January 17-21 and 24-28, 2000. Since the inception of the Hotline, more than 21,000 students and parents throughout Pennsylvania have called and received information about the student financial assistance programs. Thanks to the continued support of PASFAA volunteers, this year was no exception to our record of service!

The Hotline received 825 calls over the expanded two week time period with 76 volunteers from across Pennsylvania manning the phones. For the first time, all calls were made to one toll-free number.

This meant that volunteers were able to answer calls that were forwarded directly to their homes or offices, and many FAA's have expressed appreciation for the new call forwarding process. Not even snowstorms can stop the Hotline now!

Several volunteers commented on the quality of calls. Melissa Ibanez, Director of Financial Aid at the University of Pittsburgh at Bradford, said, "I



Ro Nwanski helps a caller at Penn State.

just wanted to share with you what a great time I had. I spoke with a lot of interesting people with good questions. I think the parents and students really appreciate this service and I look forward to participating again next year."

This year's Hotline received financial support from Educaid, A First Union Company, Mellon Bank, Nellie Mae, PHEAA and PNC Bank. Thank you to all our sponsors for helping to make the PASFAA 2000 Hotline a success. Special thanks go to

Rob Ranker of PHEAA for programming the call forwarding for each day of the Hotline, to Keith New of PHEAA for his efforts to publicize the Hotline, and to the entire PASFAA Financial Aid Awareness Committee.

The Financial Aid Awareness Committee will be meeting this spring to review the results of this year's Hotline. Please bring to our attention any comments or questions you have regarding the Hotline. Once again, a big thanks to all who volunteered their valuable evenings to answer calls.



Jennifer Wilson and Kevin Armalay answer the phones at Penn State.

Hotline (cont'd)

Sister Mary Philip Aaron
Seton Hill College
Tiffany Aloj
Carnegie Mellon Univ.
Kevin Armalay
Penn State University
Bonnie Behm
Villanova University
Tracey Berton
Ursinus College
Aileen Bowman
Indiana Univ. of PA
Tracey Bragg
Carnegie Mellon Univ.
Ken Brown
Harrisburg Area Comm. Coll.
Michael Burke
Eastern College
William Burke
University of Scranton
Judith Carter
Dickinson College
Donna Cerza
College Misericordia
Ruth Cramer
Dickinson College
Brandy Darr
Univ. of Pgh. at Greensburg
Amanda DiPasquale
Carnegie Mellon Univ.
Linda Dolata
Washington & Jefferson Coll.
Maryann Dudas
Seton Hill College
Linda Ebel
Carnegie Mellon Univ.
Marijo Elias
King's College
Sean Farry
University of Scranton
Laura Garver
Penn State University
George Gerhart
Penn State Shenango

Sandy Gray
Univ. of Pgh. at Bradford
Ken Grugel
Clarion University
Rick Heckman
Dickinson College
David Hershey
Elizabethtown Coll.
Patty Hladio
Slippery Rock Univ.
Dwight Horsey
Millersville Univ.
Shari Howell
Penn State University
Vonnice Hunter
Indiana Univ. of PA
Margaret Hynosky
University of Scranton
Melissa Ibanez
Univ. of Pgh. at Bradford
Carolyn Julian
Penn State-Harrisburg
Cindy Keith
Penn State University
Lisa Kendi
National City Bank
Mary Kosin
Luzerne Cty. Comm. Coll.
Heather Kuhn
Penn State University
Judith Leedy
Thaddeus Stevens College of Tech.
Elizabeth Lewinsky
Beaver College
Carol Lewis
Penn State University
Michael Lewis
National Education Corp.
Jennifer Liedtka
Millersville University
Rachael Lohman
Wilkes University
Maria Maltese
Carnegie Mellon Univ.

Nancy Martorano
Widener University
Patricia McCabe
Villanova University
MaryKay McCaughan
Villanova University
Kimberly McCurdy
Widener University
Ellen McGuire
University of Scranton
Ed Moyer
Wilkes University
Ro Nwanski
Penn State University
Clarke Paine
Elizabethtown College
Elyce Redelheim
Gordon Phillips Beauty Sch.
Kendra Shoemaker
Millersville University
Paul Simenson
Penn State University
Kim Siworski
Widener University
Stanley Skrutski
Marywood College
David Smedley
Valley Forge Military Acad. & Coll.
Deidre Smith
Indiana Univ. of PA
Nancy Sninsky
Washington & Jefferson Coll.
Kelly Snyder
Penn State University
Rick Sparks
Univ. of Pgh. at Greensburg
Carol Stanton
Methodist Hosp. Sch. of Nurs.
Raymond Toole
Del. Cty. Comm. Coll.
Sean Van Pallandt
Keystone College
Alissa Walls
Dickinson College



Penn State staffers pose during a break in the calls.

Lorna Warman
Univ. of Pgh. at Greensburg
Tracey Wassel
Citizens Gen. Hosp. Sch. of Nurs.
Mirtha Wilczynski
University of Scranton
Donna Wilkoski
Bucks Cty. Comm. Coll.
Jennifer Wilson
Penn State University
Dan Wray
SallieMae, Inc.
Christina Zeher
Univ. of Pgh. at Bradford
Christine Zuzack
Indiana Univ. of PA
Jim Zuzack
Slippery Rock Univ.

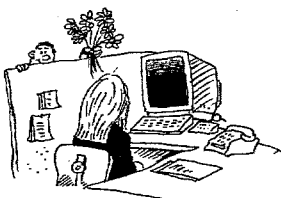
Professional Standards & Training Report

Submitted by
Dana Parker
President Elect

The Professional Standards & Training Committee met on Sunday, February 6, 2000 in Harrisburg. The Committee reviewed the YMCA-Y2 requests, matching those requesting mentors with those offering to be mentors. Participants were then notified subsequent to the meeting.

The PS&T Committee then spent significant time comparing and contrasting NASFAA's Statement of Ethical Principles (adopted in April 1999) and PASFAA's Statement of Good Practices (re-adopted in December 1993). Revisions to PASFAA's statement were suggested, and a revised Statement of Good Practices should be on the agenda for the next Council meeting.

The Committee then reviewed the evaluations completed by the participants in the Fall 1999 Guidance Counselor Workshops. Both the well-coordinated PowerPoint presentation and the new notebook were well received. Committee members will now begin updating the information for the Fall 2000 workshops. If you have any suggestions for improvements, please forward them either directly to your sector representative or to Dana Parker at dparker@wcupa.edu



National Student Employment Week

April 2-8, 2000

Remember to recognize your student employees!

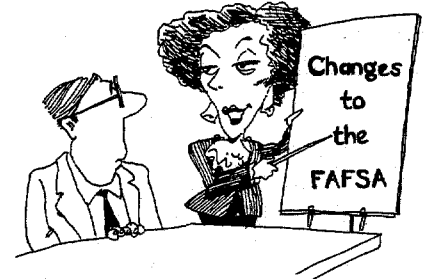
1999 High School Counselor Workshops

Submitted by
Bonnie Lee Behm
PASFAA President

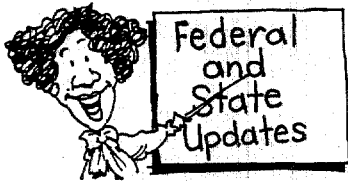
Throughout the month of November, PASFAA and PHEAA hosted the High School Guidance Counselor workshops at 39 sites across the Commonwealth communicating the latest information on federal, state and institutional financial assistance to 1,045 counselors (a 13% increase in attendance over the 1998 series). These half-day workshops, presented in cooperation with PHEAA's six Regional Directors, provided the opportunity for both experienced and new counselors to learn from the experts about financing a post-secondary education.

A specially designed binder was presented to each attendee that contained the PASFAA and PHEAA agenda notes, PowerPoint slides and a host of other important handouts. The Technology Committee's laminated website guide was also included and well received.

The Professional Standards & Training Committee (PS&T) added Professional Judgement Case Studies as a new module to the program. These case studies afforded the presenters and counselors an opportunity to commence lively discussions on how PHEAA and schools might deal with atypical situations. Feedback from the counselors on the case studies was very positive.



Any program such as this is successful only because of the numerous individuals offering their time and talents behind the scenes. Thanks are in order to the PS&T committee for their work in redesigning the curriculum and assisting with recruiting and placing presenters and registrars and to Vee Blaine from PHEAA for her work in coordinating the various PHEAA mailings. A very special thank you is extended to Bruce Diefenderfer, PHEAA Regional Director, for his expertise in coordinating the combined PowerPoint and Agenda Notes. His technological wizardry gave the overall presentation that professional finish. Finally, a big thank you to all of the Regional Directors, Presenters and Site Registrars – we could not have done it without you!



PHEAA Regional Directors

Jim Cardinale	Daniel Johnson
Bruce Diefenderfer	Cheryl Mobley-Stimpson
Daniel Hudock	Thomas O'Donnell



Presenters

Thomas Ball, Susquehanna University
John Bieryla, Bloomsburg University
Jim Cardieo, Penn State University
Henry Chance, Kings College
Lisa Cooper, Philadelphia University
Sandra Cronin, Point Park College
Barbara Cumberledge, Triangle Tech
Peter D'Annibale, Shippensburg University
Arlina DeNardo, Lafayette College
Maryann Dudas, Seton Hill College
Cindy Farrell, Thiel College
George Gerhart, Penn State University-Shenango
Ken Grugel, Clarion University
Carol Hawley, Bucknell University
Vali Heist, Alvernia College
Patty Hladio, Slippery Rock University
Patsy Hutchins, Haverford College
Karen Jacobs-Hakim, Penn State University
Stacy Klinehans, Mount Aloysius College

Carol Lewis, Penn State University
Tom Lyons, Bloomsburg University
Elizabeth McCloud, Elizabethtown College
Gary Means, Westmoreland County Community College
M. Clarke Paine, Elizabethtown College
Dana Parker, West Chester University
Ray Randall, Bucknell University
Elizabeth Rihl Lewinsky, Beaver College
Stanley Skrutski, Marywood College
Nancy Sninsky, Washington & Jefferson College
Michael Strire, Messiah College
Alfred Thompson, Penn State – Fayette Campus
Jim Treiber, Gannon University
Ragan Watson, Clarion University
Joan Willertz, Penn State University
Chip Woodward, Central Penn Business School
Leanne Yunetz, University of Pittsburgh-Johnstown
Christina Zeher, University of Pittsburgh-Bradford
Christine Zuzack, Indiana University

High School Counselor Workshops (cont'd)

Site Registrars

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Janet Davidson, ITT Technical Institute
Linda Ebel, Carnegie Mellon University
Anita Faust, Kutztown University
Diane Fegely, Kutztown University
Ryan Hannigan, Messiah College

Judy McKenna, M & T Bank
Elyce Redelheim, Gordon Phillips Beauty School
David Smedley, Valley Forge Military College
Walter Thompson, Shippensburg University
Vicki Weidler, Penn State University
Mirtha Wilczynski, University of Scranton
Sherry Youtz, Thompson Institute

PASFAA Games Coming to 2000 Conference

Submitted by
Tracey Berton
2000 Conference Committee

It is time again to start preparing for our next conference! The conference will take place October 15-18, 2000 in Lancaster – heart of Amish country and outlet shopping. The theme for the conference will be "PASFAA Games with an Amish Twist." The 2000 Conference Committee is hard at work planning a fun and unique conference. To get all of you in the mood, we will have a few pre-conference games (with prizes, of course!)

Your first assignment is to come up with a game for the conference. It can be funny, athletic, intellectual, etc. The most original suggestion will win a prize. Our winner will be announced at the Opening Business Meeting. You can send your ideas to Tracey Berton at tberton@ursinus.edu. The Conference Committee will pour through the many original ideas and select a winner. Stay tuned for more contests in upcoming PASFAA Newsletter articles.



On a more serious note, October is the height of tourist season in Lancaster. The Lancaster Host must have your room reservations by September 15, 2000. After that date, the hotel will open its remaining rooms to the public. The conference materials will be mailed to each of you in early August, so you will have plenty of time to send your reservation to The Host. With all the great activities we have planned, you won't want to miss this conference!

If you have recommendations for conference sessions or activities, please contact one of the committee members listed below. Don't forget to mark your calendars for PASFAA Games 2000 taking place October 15-18, 2000!

Barbara Kretsch, Chair
Tracey Berton
Kathy Blaisdell
Ken Brown
Diane Fegely
Nancy Harvey
MaryKay McCaughan
Nan Sninsky

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717-780-2554
610-683-4077
570-586-7715
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Pennsylvania Financial Aid Training Program

Submitted by
Leanne Yunetz
Training Committee Chair

Spring Training Just Around the Corner

April 4, 2000: Holiday Inn, Greentree

April 13, 2000: Adam's Mark Hotel, Philadelphia



The fourth annual Spring Training Seminar will be held on Tuesday, April 4 at the Holiday Inn, Greentree and on Thursday, April 13 at the Adams Mark in Philadelphia. Plan to attend this one-day workshop which offers a variety of topics for discussion. This year's training includes pertinent information about such issues as tax form interpretation, experiences with MPN /Common Line implementation, Refunds, Default Management, C codes, Computer Technology, and news from PELA. As in prior years, we are pleased to have Mary Beth Kelly and Rick Irvin providing updates from PHEAA and Scott Miller and Brian Fitzgerald keeping us up to date on federal policies affecting the financial aid community. This reasonably priced training is an excellent tool in assisting financial aid administrators to plan for the 2000-2001 year.

2000 Don Raley Institute

June 12-16, 2000: Dickinson College, Carlisle, PA

This year will mark the 19th year that the summer institute for new financial aid administrators has been offered. Held at Dickinson College in Carlisle, PA from June 12-16, this week-long, intensive training program provides a comprehensive foundation of the basic tools required for student aid administration. Designed for individuals with less than two years experience, the program instructs participants on the dynamics behind financial aid while "real life" case studies complement the lectures. Registration materials will be mailed to your institution. Individuals wishing to participate in the Summer Institute are advised to reply quickly as seating is limited to ensure more personal interaction.



First Non-Financial Aid Personnel Basics Institute Set for June

June 12-16, 2000: Dickinson College, Carlisle, PA

We are pleased to offer for the first time a two-day workshop designed specifically for non-financial aid professionals. Past years proved that there was a need for a training program for admissions, registrar, business office, and enrollment management personnel who needed to know about financial aid but not to the extent that the Don Raley Institute addressed. The Financial Aid Basics institute will discuss issues important to this group of people. Agenda items include an overview of:

Student Eligibility
Application Process/Regulations
Cost of Attendance
Federal Methodology
Needs Analysis/Packaging Strategies
Professional Judgment
FERPA

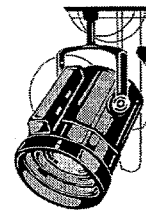
Stafford Loans
Alternative Financing
Educational Tax Credits
Disbursements/Refunds/Repayments
Record Retention
Audits
Enrollment Management

Experienced individuals make up the faculty for this endeavor. Please make your colleagues from other departments aware of this opportunity. Materials will be mailed to your institution. Seating is limited; therefore, we suggest interested individuals reply early.



The spotlight is on **Yearning Members Counseling Associates** **PASFAA's YMCA Mentoring Program**

Submitted by
Alisa DeStefano
Newsletter Editorial Board



The goal of the YMCA program is to match less experienced PASFAA members with seasoned mentors in an effort to foster a relationship that promotes personal growth opportunities for both the member being mentored and the mentor. Members seeking mentoring are matched with associates willing to provide assistance.

This month we are spotlighting Catherine McIntyre, Regional Manager-East, PHEAA (who was Director of Financial Aid at Allentown College at the time she was a Mentor), and Lori Williams, Assistant Director of Financial Aid at Cedar Crest College, the Mentee.

THE MENTOR'S SIDE



Catherine McIntyre
Regional Manager-East
PHEAA

Q: How did you choose financial aid as a profession?

A: I had obtained a Graduate Assistantship at Kutztown University with the help of Renee Saleh. It seemed like a logical step to pursue employment in the field that I had been trained so well in by Renee and the staff at Kutztown.

Q: What led you to become involved in the YMCA Program?

A: I had received much guidance and support over the years from my colleagues and supervisors, such as Renee Saleh, Bill Stanford and Lucille Bavaria-Kozsey at Lehigh University. It was time to do the same for someone else.

Q: What are your responsibilities as a mentor?

A: To share my knowledge and experience in Financial Aid, and to offer guidance and support. I also believe in encouraging folks to become involved in organizations such as PASFAA, EASFAA and NASFAA.

Q: What do you see as the benefits of this program?

A: Overall, this program offers an opportunity for newer members to meet with more experienced members and build a lasting relationship of friendship and mutual support. I always felt that the guidance and advice that I received was much more useful than any book I could have read or course I could have attended.

Q: What are the benefits to you as a mentor?

A: I found that the concerns of junior aid professionals allowed me to remember when I started in the profession and to better support my staff at Allentown College by providing them with more opportunities to grow within the profession.

Q: What is your most memorable experience as a mentor?

A: Our lunch dates. What fun to just catch up...

THE MENTEE'S SIDE



Lori Williams
Assistant Director of Financial Aid
Cedar Crest College

Q: What led you to become involved in YMCA?

A: It sounded like a wonderful resource and I was really looking for different ways to get involved in the financial aid profession.

Q: What were your expectations of the YMCA program?

A: We all share the same struggles in the financial aid field, be it the challenge of changing technology, dealing with families and students, or interpreting and applying federal regs. Everyone needs a different perspective at times. This is what I was hoping the YMCA program would provide, and it has.

Q: What are the benefits of having a mentor?

A: I was fortunate to be connected with a mentor that is a wonderful example of someone who has and continues to be involved in many aspects of financial aid. Cate has been a great resource for me because I tend to be somewhat reluctant to become involved. She was able to give me some background on and introduce me to other professional organizations with opportunities for leadership.

Q: What has been the most valuable way of communicating (i.e. calls, email, personal meetings, etc.)?

A: E-mail, it's great for those "back and forth" conversations, but nothing can really take the place of face-to-face meetings. I think it's a combination of both that makes for a successful relationship.

Q: What is the one valuable lesson you learned from your mentor?

A: The chance to take time out of the hectic daily routine to really think about ways to become more involved in the financial aid professional community. I believe that we all have something unique to contribute and it has been wonderful to have a strong role model to point out the opportunities open to anyone willing to commit.

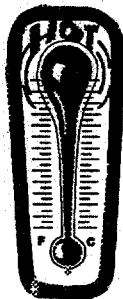


WASHINGTON UPDATE

Submitted by
Scott Miller
Federal Relations
Director, PHEAA

Student Aid Programs Receive Boost in President Clinton's Budget Plan

What's



on the Hill?

It's that time of year again! It seems like we just closed the books on last year's appropriations process, but the new year is here and with it President Clinton has released his proposals for the funding of government programs in the 2001 federal fiscal year (which begins on October 1, 2000) and beyond.

President Clinton unveiled his Budget Proposal for the 2001 federal fiscal year on February 7, 2000. In this budget request, the last of his presidency, President Clinton calls for total federal spending of \$1.84 trillion and for retiring the national debt by 2013. The President's proposal includes a number of targeted tax decreases, aimed primarily at low- and middle-income Americans, and advances new ideas for spending on elementary/secondary education, Medicare, and increasing environmental protections. The President has included a number of increases and reductions in spending on federal student financial assistance programs (these are detailed below).

The President's Budget Proposal is merely the first stage in the annual process of allocating federal resources and appropriating funds. In a few weeks, the Congressional panels that oversee the budget and the annual appropriations will begin holding hearings to discuss the budget prospects for various federal agencies and programs. The President's ideas will be addressed in those hearings and discussions. Actual legislation that would set the funding levels in place - Appropriations bills - generally is not ready to be drafted until May at the earliest. In a Presidential election year, and especially in the last year of a Presidency, the Budget Proposal is viewed as a political document at its heart. This means that a good deal of the budget will be characterized as "dead on arrival" by the Republican leadership. Congressional leaders have expressed a desire to move the budget and appropriations processes along at a rapid pace with the goal of avoiding the last-minute funding deals that have characterized the most recent Congressional sessions. Don't be surprised, however, to see Congress and the President come down to the wire on September 30 before a number of major decisions are finalized.

Student Aid Funding

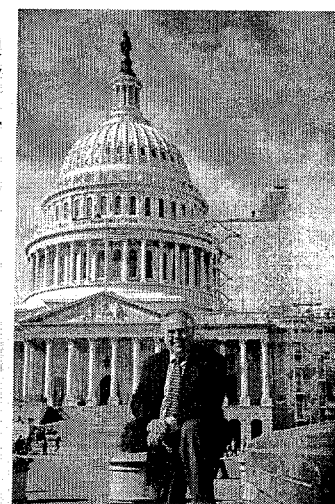
The President has proposed increased funding for most of the core federal student financial assistance programs. Notably, the President, in a change from a number of prior budget proposals, has requested funding for the LEAP (formerly SSIG) Program and for Perkins Loans. The following table summarizes the student aid funding requested in the President's budget:

Program	FY 2001 Request	Dollar Increase	% Increase
Pell Grants	\$8.356 billion	\$716 million	9.4%
(max award)	\$3,500	\$200	5.71%
SEOG	\$691 million	\$60 million	9.5%
Federal Work-Study	\$1.011 billion	\$77 million	7.61%
Perkins	\$100 million	NONE	N/A
LEAP	\$40 million	NONE	N/A
GEAR-UP	\$325 million	\$125 million	38.46%
TRIO	\$725 million	\$80 million*	11.03%

* \$35 million of the increase in TRIO funding is dedicated to College Completion Challenge Grants which would fund scholarships and summer programs for first and second year college students.

Tax Cuts for Higher Education

Building upon the Lifetime Learning tax credit that the President championed in 1997, the President has proposed a \$30 billion College Opportunity Tax Cut. When fully implemented in 2003, the proposal would allow families that qualify to claim a tax credit for up to 28% of postsecondary tuition and fees - up to \$10,000, per student. In other words, a family could be eligible for a tax credit of up to \$2,800 per student. Or, a family could choose to claim up to \$10,000 of tuition and fees per student as a tax deduction. The full tax credit or deduction would be available for individual tax filers with incomes of up to \$50,000 (and would phase out between



Scott Miller, PHEAA's Federal Relation's Director, keeps his finger on the pulse of Washington.

BUDGET
NEWS

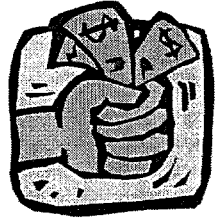
Student Aid Programs (cont'd)

\$50,000 and \$60,000) and for joint filers with incomes up to \$100,000 (and would phase out between \$100,000 and \$120,000). The HOPE Scholarship tax credit would remain unchanged.

The President has also proposed to eliminate the 60-month limit on the student loan interest deduction as of January 1, 2000. As you may recall, a similar proposal was included in a tax package last year that was vetoed by the President (although he had voiced support for this provision).

Federal Family Education Loan Program (FFELP)

The President has proposed to reduce drastically the yield received by lenders and holders on FFELP loans, with additional cuts slated for those who fund student loans with tax-exempt obligations. In addition, the budget includes proposals to reduce guaranty agency funding and accelerate the turnover of guaranty agency reserve funds to the federal government. The President estimates that these cuts will result in approximately \$3.8 billion in federal budget savings over the next five years. These are, perhaps, the most extensive set of cuts ever proposed by the President for the FFELP. PHEAA is concerned that, if enacted, the President's plan would add to the cost of borrowing for Pennsylvania students as PHEAA and its lender partners would find it difficult, if not impossible, to support programs that lower interest rates and loan fees.



Next Steps

As noted above, this is only the first step in the annual budget and appropriations process. Now is the time, however, to begin contacting your Senators and Representatives to let them know how you feel about the President's plan. In a future PASFAA Newsletter, I will be able to give you an inkling of how Congress views the President's proposals and what the prospects are for their enactment.

Government Relations Committee Report

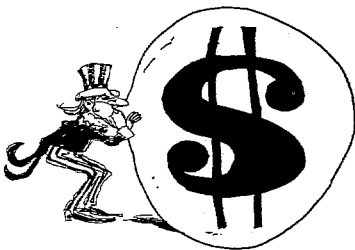
Budget Surplus may be \$800 Billion Larger than Estimated

Submitted by
Ken Grugel
Gov't Relations Committee Chair

As we enter the new millennium (this year or next, who knows for certain), we are faced with the first budget surplus since Andrew Jackson was president. Our legislators are faced with the unusual task of trying to decide how much of a surplus is really good for the USA, and how much should be spent in helping to reduce the \$5.8 trillion national debt. According to federal sources (whomever they may be), the federal budget surpluses for the next decade could be up to \$800 billion larger than last year's \$3 trillion estimate.



Democratic and Republican budget analysts say that at the very least, new official projections will equal or exceed earlier projections. This is no small feat, considering all of the spending hassles which resulted in the last Congress trying to meet federal spending mandates without exceeding spending caps. The strong economy continues to fuel an unanticipated pile of money in DC, which is sure to be grounds for a spending fury in the new congressional year.

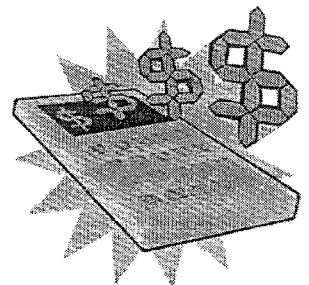


The Congressional Budget Office, CBO, will release its new projections in late January and the White House on February 7, when President Clinton presents his budget for fiscal 2001 which begins on October 1. These new surplus figures cover the years 2001 through 2010; a ten year period of outstanding opportunities to assist students and families provide for more than adequate financial aid assistance, while attempting to reduce federal income taxes for all of us.

This summer we will have an opportunity to visit congressional leaders while attending the NASFAA conference. PASFAA President Bonnie Behm and I plan to arrange visits to the Pennsylvania delegation in Harrisburg.

It is imperative that we have sound ideas – how these surplus funds can be allocated for the betterment of Pennsylvania students and their families. With the kinds of surpluses that are being projected, any and all ideas should be discussed with the PASFAA delegation and our elected representatives in DC and Harrisburg.

We have come a long way in our fiscal journey in the last 30 years, from rampant military spending with educational cuts, to level funding, to budget surpluses projected decades in advance. You can do your part by contacting your legislators with sound ideas for educational and domestic spending.



Volunteering – It Does a Body Good!

Submitted by
Leanne Yunetz
University of Pittsburgh
at Johnstown



There are two guarantees about volunteering. First, regardless of your age, experience, gender or any other defining factor, you have something positive to offer. Second, if done with the right attitude, you will receive much more in return.

I have been in financial aid for several years but only recently began volunteering for projects with our association. I didn't come forward earlier because I believed that I didn't possess the expertise to contribute positively. What I discovered is that I will never know everything there is to know about financial aid, but I am capable of learning. The best way to learn is to experience, and you will experience quite a bit from volunteering. Is it added responsibility and work? Yes! Is it manageable? Absolutely!

We have nine PASFAA committees that you could serve on. Each was developed with a different purpose in mind, and surely you can find one that meets your interest. You can check out the committees and the members who served in 1999-2000 by accessing the PASFAA website at www.pasfaa.org. If you have any questions about a particular committee, you can contact one of its members for more information.

Keep the following in mind about volunteering:

- **Only volunteer if you think you would enjoy it.**
Don't volunteer because you feel obliged or feel guilty. You will not enjoy the experience and you won't be good at it.
- **Don't worry about having enough experience.**
If you don't have much experience, you might want to hold off on a position requiring a strong working background, like a faculty position, but you can serve on a planning committee. For example, if you served on one of the Summer Institute committees (Don Raley, Intermediate or Financial Aid Basics), you would be asked to review the training materials which require updating a chapter or two for the manuals. If you served on the Conference committee, you would participate in planning the PASFAA conference, which includes planning topics, finding presenters and speakers, making room arrangements, planning hospitality, etc. You could serve on Finance and Development and assist with preparing the PASFAA operating budget and coordinate activities between the association and vendors/sponsors. Is there something you would like to learn more about? Perhaps you would like to become more knowledgeable about federal policies affecting our community; then the Government Relations Committee might be to your liking. These are just a few. The opportunities are endless.
- **Why volunteer?**
For me, the pros greatly outweigh the cons. Some of the benefits I've found while volunteering are that you not only help yourself, but you help others as well. Being a volunteer allows you to learn new skills and increase your knowledge of this profession, to share your talent, to meet new people and to enhance your resume, while breaking the monotony of the daily office grind. Also, you gain a sense of satisfaction from the projects that you have been working on and your contributions having a positive effect on so many people.
- **Think about what you like to do.**
Take a few moments to consider what you enjoy doing. Don't sign up for a committee without finding out what is involved and what purpose it serves. You won't benefit from serving on a committee for which you have no interest.
- **Alright, you're ready to sign up.**
It's simple to volunteer. Once you find the committee that is the best fit, contact Dana Parker at West Chester University to volunteer for the 2000-2001 year. Dana can be reached at 610-436-2627 or dparker@wcupa.edu.
- **Final thought**
Since we all seem to be statistically driven, here's one to think about. PASFAA has well over 600 members and of that number, there are approximately 50 volunteers – that's only 8% of our members. Frankly, it is difficult finding enough people to go around. So why volunteer? We need fresh faces, we welcome new ideas and because we need you.

Picture
Yourself...



...as a volunteer!

New Historian Assumes Duty

Submitted by
Bill Burke
Past President



Anna Griswold, Assistant Vice President of Financial Services at Penn State University, has taken over the reigns from Lucky Hill, Director of Financial Aid at Lackawanna Junior College, to become the Association's second Historian. Anna is excited to take on this important post and is looking forward to organizing the historical records by archiving and indexing the wealth of information that has been passed down through the years. PHEAA has volunteered space at their headquarters in Harrisburg to house the archives.

Anna is looking for volunteers willing to help with the organization of records. Interested members may contact her through email at amg5@psu.edu or (814) 863-0507.



Anna Griswold

Nominations Sought for PASFAA Awards

Submitted by
Bill Burke
Membership & Elections Chair



Nominations are being solicited from the membership for the Distinguished Service Award and Honorary Life Membership. The **Distinguished Service Award** is awarded to individuals who have made significant contributions to PASFAA through leadership, activities, and/or research in financial aid. This award recognizes service to our Association over a period of professional involvement, not a single event or activity. Nominated members will be presented to a committee of past recipients of the award for final selection. The **Honorary Life Membership** is given to individuals who have made an outstanding and sustained contribution to student financial aid; however, this award does not necessarily need to be awarded each year and is not restricted to members. PASFAA Council is responsible for final selection of the award. Past recipients of both the Distinguished Service Award and Honorary Life Membership are listed on the PASFAA homepage.

Nominations should be submitted in writing to:

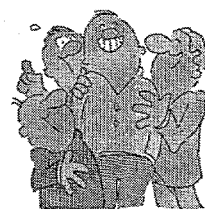
Bill Burke
Director of Financial Aid
The University of Scranton
800 Linden St.
Scranton, PA 19607

Nominations must be received by May 1, 2000

Retirement Recognition Program

Submitted by
Dana Parker
President Elect

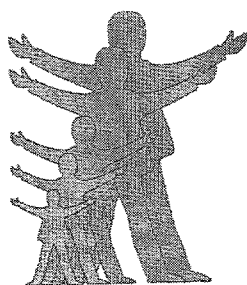
As announced in the Winter 2000 PASFAA Newsletter, the Association is implementing the Retirement Recognition Program to formally thank those dedicated individuals who have served our profession over the years. The recognition will be provided to active or associate members who have provided approximately 25 years of service to students and families, colleagues and their institutions in the area of financial assistance or the financing of post secondary education. Persons to be recognized must be current members of PASFAA who are retiring within the year.



Your help is needed to make this program successful. If you or one of your colleagues with approximately 25 years of service has retired during the 1999-2000 school year or plans to retire this year, please notify the Chair of the Professional Standards & Training Committee, Dana Parker, before June 30. You may contact him at dparker@wcupa.edu. The status of persons to be recognized will be confirmed and appropriate recognition prepared for the annual conference.

Emerging Leader Award - Call for Nominations

Submitted by
Dana Parker
President Elect



As announced in the Winter 2000 PASFAA Newsletter, the Association is implementing the Emerging Leader Award, with presentation of the first award to be announced at the 2000 PASFAA Conference. The award will be made to an individual who, within approximately five years of entering the profession, has demonstrated consistent service to and involvement in PASFAA and its projects. Examples of service and involvement include: committee membership, Hotline participation, assistance with the Newsletter, presenter or moderator at conference or training programs, presenter or registrar at High School Guidance Counselor Workshops, etc. Nominees for the award must be current Active or Associate PASFAA members.

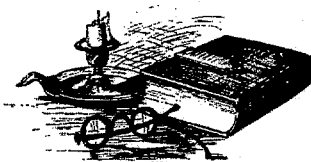
Do you have a colleague you would like to nominate for this award? Nominations should be sent by April 15 to the Chair of the Professional Standards & Training Committee, Dana Parker. E-mail to dparker@wcupa.edu or mailed to Dana at 138 E. O. Bull Center, West Chester University, West Chester, PA 19383. Letters will then be sent to all nominees, requesting their completion of a nomination form detailing their service to and involvement in PASFAA. The Executive Council will review the nominations and select a recipient at its June meeting. The recipient will be announced at the annual conference.

The PASFAA Newsletter introduces another new feature which will appear occasionally. Here are suggestions of recommended reading with an interesting connection to our profession.

"Dusting Off the Shelf"

Morrie Schwartz could have been a financial aid officer. How else could he know how I feel sometimes, getting both ends of the variety of emotions dealing with the variety of tasks we all must deal with in the course of a daily financial aid office routine? That's how I felt when I first read Mitch Albom's beautiful elegy – the last independent study for Professor Morrie Schwartz – *Tuesdays with Morrie*. If you haven't read this book, which has been on the bestseller list for months and was recently adapted into a TV movie, allow me to recommend it highly to you. It is more than just a story about a sports reporter's guilt over losing touch with a trusted academic mentor. It is more than simply an explanation about how a person wastes away from the cruel torture of amyotrophic lateral sclerosis (ALS). It is not a book about death. Quite the reverse! It is, as Professor Schwartz would emphatically say, a story about life.

Submitted by
David R. Smedley
Newsletter Editorial Board



I was initially drawn to this book because my grandfather died of ALS, which is known more colloquially as "Lou Gehrig's Disease". After spending about two hours total reading it (It's only 100 pages – but 100 unbelievably engrossing pages.), I found myself more and more thinking about my life and what I do, in the context of the story Albom tells about his transformation and the final "independent study" he had with Morrie talking about death, and more importantly, about life. And yet, that's what Morrie wants us all to do – flip the conventional wisdom, think about the positive things we are doing instead of worrying about the negatives that are bogging us down. How many times do we do that in financial aid? How many times do we let a difficult counseling session, telephone call, or meeting, get in the way of the larger reality of the good we are doing on a daily basis to help students and their families achieve their dreams of pursuing a college education? Morrie can teach us a lot about the need for self-actualization – the pinnacle of Alexander Maslow's famous "hierarchy of needs".

This point was brought home more clearly to me recently when reading a book by Theodore and NancySizer entitled *The Students are Watching: Schools and the Moral Contract*. The gist of the Sizers' argument is that schools (broadly defined here as elementary and secondary schools, though the idea could certainly be extrapolated) need to watch their "P's and Q's" – that appearances count, both overt and covert. How many times do we realize that maybe we are giving mixed messages to our clientele, effectively contradicting ourselves by saying one thing but having our policies and procedures say another? Do our actions match our appearances? Are we sure that all of our customers (internal and external) know that we care? Self-actualization is important, but so is what W. Edwards Deming calls "constancy of purpose".



If you need a reading to facilitate discussion about office goals and objectives and personal development, let me suggest what a friend of mine, who works in the mental health/mental retardation field, calls an "inservice" – where regular activity is closed for the day in order to concentrate on one particular topic. Have your staff read Mitch Albom's *Tuesdays with Morrie*, and ask them how it relates to them in the context of their work on behalf of students at your school. Then pick up Theodore and Nancy Sizer's *The Students are Watching: Schools and the Moral Contract*. Then think about what's more important – what we say and do, or what we don't say and don't do.

PASFAA Website Troubleshooting

Submitted by
Greg Gearhart
Technology Committee Chair

Have you had problems accessing the PASFAA Web Page at <http://www.pasfaa.org>? Although reports of problems are rare, there have been occasional situations in which people could not get in. If you encounter such problems, PASFAA webmaster, Mary Miller (mmiller3@pheaa.org) recommends the following:

First, the user should investigate whether or not the problem is at their end. The best way to do this would be to check with some friends and see if they are also having trouble getting in. If they are, this indicates that the problem is not isolated to that user and they should then call Mary. She will investigate the problem from that point.

Users do need to be aware that Mary is working night and day on the Web page, and that she is sometimes making updates directly on-line; this could result in brief periods (a few minutes) when things appear odd on the Web Page. The Web page will return to normal when she completes her changes. You can call or fax Mary at (phone) 724-357-5854 or (fax) 724-357-5849.

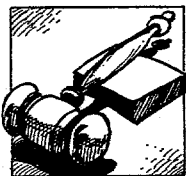


The Past Presidents' Club recognizes the achievements of former leaders of PASFAA and will appear periodically in the Newsletter.

Past President's Club

featuring
Renee Saleh, PASFAA President 1978-79

Submitted by
Ragan Watson
Newsletter Editorial Board



At last year's PASFAA conference, this reporter had the opportunity to sit next to the past presidents' table (or "old timers" as they sometimes call themselves). During dinner, I couldn't help but notice how the group interacted with each other – laughing, joking and starting many conversations with, "Oh, well when I was serving as president..." or "Man, those were some good times..." After dinner, members of the Editorial Board met and decided to feature an individual who had served as a president of the organization periodically within the newsletter. And so, the "Past Presidents' Club" was born.

These articles are meant to provide some insight about the people who have served their organization and not so much the organization that has served so many people. In fact, the purpose is to encourage newer members of PASFAA to get more involved by gaining some personal insights about the individuals whose names appear on plaques and are acknowledged at awards ceremonies each year, and at the same time, encourage "veteran" FAOs to reminisce about the "good old days". Keeping this in mind, the biggest decision was deciding which past president to feature in our first article. When Renee Saleh, Director of Financial Aid at Northampton Community College, announced her plans to retire this spring, the decision was easy – feature Renee.

I first came to know Renee in the late 1980's in her capacity as Director of Financial Aid at Kutztown University of PA, but she had already earned her veteran status by then. She first became active in PASFAA in 1971 when she served on council as member-at-large. She later served as community college representative, vice president and in 1978-79, she served the organization as president. Renee also served EASFAA as treasurer and president, was a member of NASFAA council, NASFAA conference committee, and worked with PHEAA on various committees. Her professional contributions span over a period of 20 years. She is the recipient of several service awards and encourages young professionals to contribute to the activities of PASFAA, involvement she has continually found to be rewarding and educational.

One of the biggest challenges she faced during her service as President was the lack of a good record of names and addresses of financial aid professionals at PA institutions. Because everything was done manually, it was very difficult to identify staff at non-member institutions for mailings and invitations to PASFAA activities. Renee explained how a list of labels from the Department of Education was cut apart and sorted into different piles, each representing a regional area of the commonwealth. From those piles, another list was manually typed identifying members vs. non-members for mailing purposes. However, during her presidency, and as a result of the hard work of many individuals, membership started to grow so that by the year's annual conference, a record breaking 250 participants attended.

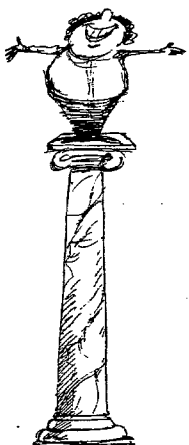
Although communication was tedious, and funds were very limited, aid professionals, lenders and PHEAA personnel joined together, donated their time, mileage and expertise to produce solid, informative training programs. In fact, Renee mentioned that one of the most rewarding experiences during her tenure as PASFAA president, was the overwhelming support of individuals from all different sectors who unhesitatingly stepped forward to volunteer their services whenever and wherever needed.



Renee Saleh
PASFAA President
1978-79

Renee also mentioned something we probably all take a bit for granted. She explained that during the 1970's, EASFAA was quite fragmented and really only active in the New England states. In fact, PASFAA had not really played an active role in EASFAA up until that time and certainly had not had a "voice" in any of EASFAA's council decisions. However, PASFAA members began pushing for more representation within EASFAA and soon we had elected officers from Pennsylvania serving on EASFAA council.

SUCCESS STORY.



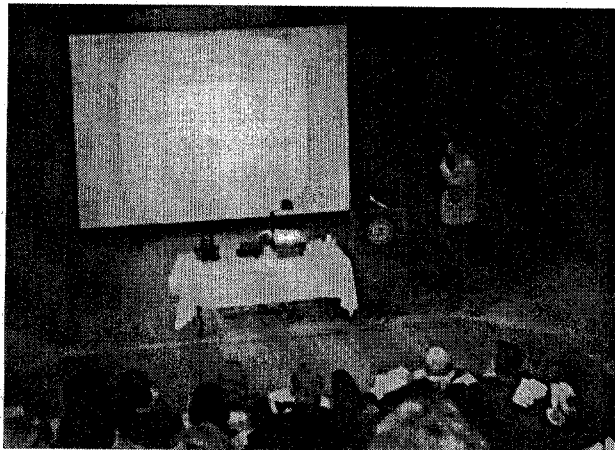
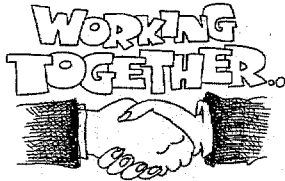
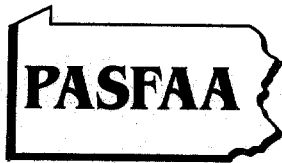
When asked what philosophical changes she had witnessed within the aid profession over the course of her career, Renee said she is quite distressed at how an aid professional's time is consistently being eroded by a seemingly never ending increase in the types and quantity of federal and program oriented rules and regulations. In her opinion, sometimes students' needs are compromised. Aid personnel seem to have more instead of less demands on their time/talent, and the focus seems to be on increased utilization of technology and accountability instead of on the individual student counseling that has always been an integral part of the aid officer's profession. In fact, Renee said, *The sad part is that with all the current rules, regulations and demands of the job, we have less time to care about people. As financial aid professionals, it is our responsibility to serve as advocates for student needs and not to get caught up in the daily grind of countless meetings, 'problem' parents/student discussions, computer system conversions, etc.*

Renee emphasized that it is imperative in our profession that we never stop learning or participating in training events. As our field is constantly changing, we really cannot afford the luxury of complacency. She stressed how vital a role PASFAA has always played in offering members of the aid profession excellent training opportunities.

In closing, PASFAA extends thanks to Renee for all of the guidance and support she has provided not only to our organization, but also to all of the individual students, parents and peers she has helped over the years. Congratulations on your upcoming retirement. And by the way, Renee, are you still available for leadership/motivational workshops? After all, retirement is probably over rated!

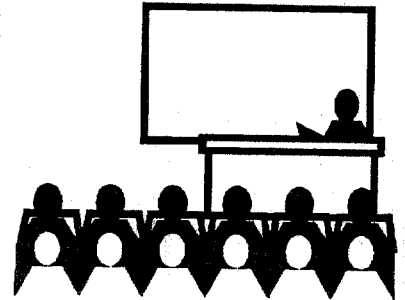
PASFAA and PASSCAC Partner Again

Submitted by
Bonnie Lee Behm
PASFAA President



Bill Schilling, University of PA, explains applying for need-based aid.

On January 5, 2000, PASFAA and the Pennsylvania Association of Secondary Schools and College Admissions Counselors (PASSCAC) collaborated for the third time to present the Delaware County regional Financial Aid Information Night. Held at Delaware County Community College, the program offered over 200 students and parents from 22 high schools the opportunity to listen to general sessions on financial aid issues as well as attend specific workshops on the FAFSA and PROFILE. Additionally, families were offered the chance to visit the computer lab to learn about financial aid on the Web.



Program presenters included Michael Colahan, Ethel Desmarais, David Hoy, Norma Groover, Cheryl Mobley-Stimpson, Dana Parker, Bill Schilling, Ray Toole, and Sally Whiteman. Additionally representatives from Delaware County Community College, Eastern College, University of PA and Widener University were available at tables for general Q&A's. Vendors that participated in the evening's events included Beneficial Savings Bank, Educaid, Mellon Bank, PNC Bank, and Sun Trust Education Loans. High School counselors, Bea Beister, Eileen Merlin, Anne Leibig, Nancy Achison, Doris Gough, Patricia Rambo, John Tierno

and Chris Wells, assisted

w i t h
r e g i s t r a t i o n

and other related activities to making the program run smoothly.



(l to r): Pat McBreen, Beneficial Savings; John Southwood, Educaid/First Union; Norma Groover, Mellon Bank; Ray Toole, DCCC.



(l to r) Chris Wells, Springfield H.S.; Betty Brown, DCCC; Bea Beister, Interboro H.S.; Doris Gough and Pat Rambo, both Springfield H.S.

Thanks to everyone who participated in this great evening. PASFAA would like to extend a special acknowledgement to Fran Cubberley of Delaware County Community College and Patricia Rambo of Springfield High School, for their continuing efforts in working with PASFAA on this program. We hope that their model for such a successful event can be extended to many more sites across the state.

A Big THANKS to PASFAA Sponsors

Submitted by
M. Clarke Paine
Finance & Development
Committee Chair

The PASFAA Finance and Development Committee and everyone at PASFAA are grateful to our 1999-2000 sponsors listed below. They support PASFAA's activities and projects, indicated on the chart, with their financial support, enthusiasm and assistance.

"Sponsorship," as listed below, denotes financial support for PASFAA separate from conference vending.

<i>Sponsorship Category</i>	<i>Sponsor Level and Sponsors</i>	<i>Conference Sponsor</i>	<i>Directory Sponsor</i>	<i>Spring Training Sponsor</i>	<i>Hotline Sponsor</i>
Platinum	\$8,000 +				
	PNC Bank	✓	✓	✓	✓
	PHEAA	✓	✓	*	✓
	Sallie Mae	✓	✓		
Gold	\$6,000 - \$7,999				
	Citibank Student Loan Corporation	✓	✓	✓	
	Educaid, First Union	✓	✓		✓
	Fleet Bank	✓	✓	✓	
	Key Education Resources	✓	✓	✓	
	Mellon Bank	✓	✓	✓	✓
Silver	\$4,000 - \$5,999				
	AMS Education Loan Trust	✓			
	National City Bank	✓	✓	✓	
	Chase Manhattan Bank	✓	✓	✓	
Bronze	\$3,000 - \$3,999				
	Access Group	✓			
General	Beneficial Savings Bank	✓	✓		
	Great American Federal		✓		
	M & T Bank		✓		
	Nellie Mae	✓			✓
	Sun Trust		✓	✓	
	USA Group		✓		
	Wells Fargo		✓		

* In-kind support

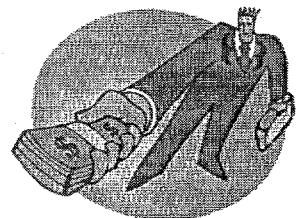
Please note: Due to PASFAA's oversight, the Safari Survival Kits that National City Bank sponsored for the 1999 conference were not available for distribution to attendees. We extend our apologies to National City Bank and for any confusion this may have caused.

Attention: Sponsors & Vendors

Submitted by
M. Clarke Paine
Finance & Development
Committee Chair

The Finance and Development Committee will be contacting PASFAA supporters shortly with information regarding PASFAA's 2000-2001 Sponsor and Vendor opportunities. In past years, a mailing of development activities was sent in late June. This year, notification will be two months sooner, in late April. Also, prior to the April mailing, we will be contacting each company to determine a company contact person and e-mail address. By notifying our vendors and sponsors via e-mail, we hope to insure that you receive information in a more timely manner. Also new this year, you will have two weeks to review the sponsorship opportunities. The form to respond to our solicitation will then be e-mailed to each company.

Our hope is that by providing this information to you sooner, you will have more time to plan how you want to support PASFAA and have your questions answered. Also, by distributing the solicitation form by e-mail we hope to insure greater fairness to our process. We appreciate your past support and your continuing partnership with PASFAA!

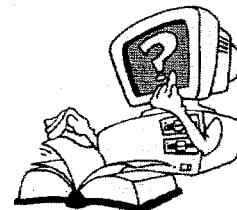


TIPS (Technical Info for the Puzzled and Stupefied)

Submitted by
Dan Wray
Technology Committee

Here are some TIPS for you regarding Microsoft Word, courtesy of our friends at Computer Learning Network (CLN). Those of you who attended one of our Technology Workshops in November (training expertise provided by Rebecca Bullett of CLN) may recognize these keyboard shortcuts.

With Microsoft products, there are usually at least 3 ways of doing anything you want to do. Pointing and clicking isn't always necessary, if you can remember a few keystrokes. Remember, too, that there are many toolbars available for your use under the "View" function. It's your choice! Here is a sampling of shortcuts:



Command Name	Modifiers	Key	Command Name	Modifiers	Key
All Caps	Ctrl+Shift+	A	Open	Ctrl+	O
Bold	Ctrl+	B	Open	Ctrl+	F12
Bookmark	Ctrl+Shift+	F5	Open	Alt+Ctrl+	F2
Browse Next	Ctrl+	Page Down	Outline	Alt+Ctrl+	O
Cancel		Esc	Overtyp		Insert
Center Para	Ctrl+	E	Page	Alt+Ctrl+	P
Change Case	Shift+	F3	Page Break	Ctrl+	Return
Close or Exit	Alt+	F4	Page Down		Page Down
Close Pane	Alt+Shift+	C	Page Up		Page Up
Column Break	Ctrl+Shift+	Return	Para Down	Ctrl+	Down
Column Select	Ctrl+Shift+	F8	Para Up	Ctrl+	Up
Copy	Ctrl+	C	Paste	Ctrl+	V
Copy	Ctrl+	Insert	Paste	Shift+	Insert
Copy Format	Ctrl+Shift+	C	Paste Format	Ctrl+Shift+	V
Copy Text	Shift+	F2	Print	Ctrl+	P
Create Auto Text	Alt+	F3	Print	Ctrl+Shift+	F12
Cut	Ctrl+	X	Print Preview	Ctrl+	F2
Cut	Shift+	Del	Print Preview	Alt+Ctrl+	I
Date Field	Alt+Shift+	D	Redo	Alt+Shift+	Backspace
Delete Back Word	Ctrl+	Backspace	Redo or Repeat	Ctrl+	Y
Delete Word	Ctrl+	Del	Redo or Repeat		F4
Dictionary	Alt+Shift+	F7	Redo or Repeat	Alt+	Return
Doc Close	Ctrl+	W	Repeat Find	Shift+	F4
Doc Close	Ctrl+	F4	Replace	Ctrl+	H
Doc Maximize	Ctrl+	F10	Save	Ctrl+	S
Doc Restore	Ctrl+	F5	Save As		F12
Doc Size	Ctrl+	F8	Select All	Ctrl+	A
Doc Split	Alt+Ctrl+	S	Select Table	Alt+	Clear (Num 5)
Double Underline	Ctrl+Shift+	D	Shrink Font	Ctrl+Shift+	,
End of Column	Alt+	Page Down	Shrink Font 1 Pt	Ctrl+	[
End of Column	Alt+Shift+	Page Down	Small Caps	Ctrl+Shift+	K
End of Document	Ctrl+	End	Start of Column	Alt+	Page Up
End of Line		End	Start of Column	Alt+Shift+	Page Up
End of Row	Alt+	End	Start of Document	Ctrl+	Home
Find	Ctrl+	F	Start of Line		Home

TIPS (cont'd)

Font	Ctrl+	D	Start of Row	Alt+	Home
Go Back	Shift+	F5	Start of Row	Alt+Shift+	Home
Go Back	Alt+Ctrl+	Z	Start of Window	Alt+Ctrl+	Page Up
Go To	Ctrl+	G	Subscript	Ctrl+	=
Go To		F5	Superscript	Ctrl+Shift+	=
Grow Font	Ctrl+Shift+	.	Thesaurus	Shift+	F7
Grow Font One Point	Ctrl+	J	Time Field	Alt+Shift+	T
Hanging Indent	Ctrl+	T	Tool	Shift+	F1
Help		F1	Un Hang	Ctrl+Shift+	T
Hyperlink	Ctrl+	K	Un Indent	Ctrl+Shift+	M
Indent	Ctrl+	M	Underline	Ctrl+	U
Italic	Ctrl+	I	Undo	Ctrl+	Z
Lock Fields	Ctrl+	3	Undo	Alt+	Backspace
Lock Fields	Ctrl+	F11	Unlock Fields	Ctrl+	4
Macro	Alt+	F8	Unlock Fields	Ctrl+Shift+	F11
Microsoft System Info	Alt+Ctrl+	F1	Web Go Back	Alt+	Left
Move Text		F2	Web Go Forward	Alt+	Right
New	Ctrl+	N	Word Left	Ctrl+	Left
Next Cell		Tab	Word Right	Ctrl+	Right
Next Field		F11	Word Underline	Ctrl+Shift+	W
Next Field	Alt+	F1			

PELA Unveils New Website

Submitted by
Dana French
National City



Pennsylvania Education
Lenders Association

The first PELA meeting of 2000 was held on January 13 at National City Center, Pittsburgh, with 18 representatives in attendance. The meeting started with a detailed review of the Treasurer's report by Troy Boone. Troy recently completed an audit of all PELA financial information and found all to be in order. Members also exchanged ideas regarding PASFAA Conference sponsorship and provided suggestions for Sheila Checkoway to share with the Development Committee. Look for changes to the current sponsorship procedures in the upcoming mailing from the committee.

Peggy Sheddin, Coordinator of PHEAA's Voluntary Flexible Agreement Project, gave an update on their VFA, which was one of six accepted by the Department, although a final version of the VFA might still be a ways off. Some of the issues include revamping annual loan limitations, improving disbursement flexibility, enhancing escrow agent services, improving Stafford loan disclosures to eliminate borrower confusion, clarifying regulations that allow financial aid administrators to approve unsubsidized Stafford loans for students whose parents do not meet PLUS loan criteria, increasing technical support to schools, utilizing electronic signatures and on-line servicing, restructuring default collections, and redefining the default retention rate formula. If you didn't pick up a copy of the VFA proposal at the meeting, you can get more details at PHEAA's website.

Members also heard a presentation by Darric Thompson, USA Group representative, on the NetWizard product. Darric explained the services available to NetWizard users from the school and lender perspective. More details about NetWizard are in your PELA meeting minutes.

Are you ready for the first pitch? Yes, I do mean baseball. As training camp starts for the pros, PASFAA Spring training is also around the corner. PELA members are busy preparing for the PELA session to be held during the 3rd and 4th innings. Troy Boone and Sharon Murray are coaching this year's session with help from a large committee. The training will include an update of a similar training on Alternative loans that took place at PASFAA. This isn't a repeat, but a current review of the ever-changing private loan business. In addition, there will be a more comprehensive look at credit scoring and how this affects your students. During the final inning, we will provide an explanation and comparison of market indexes for the non-banker. We hope that you will join us so that you can keep abreast of changes in the world of lending and have some fun at the same time.

If you are currently a PELA member who will be leaving the organization or you are replacing another employee who represented your company, please contact Kerry Paoletta at (724) 982-1139 or email her at kerry1paoletta@national-city.com, so that she can keep the membership list up to date. Our next meeting is scheduled for April 27 in eastern Pennsylvania. Look for details to arrive soon.

News and Notes

The following Council Minutes have been abbreviated due to space constraints. The complete minutes are available from the PASFAA Secretary.

1999-2000 PASFAA Executive Council

Submitted by
Cindy Haney
PASFAA Secretary

December 5-6, 1999

Lancaster Host & Conference Center, Lancaster, PA

Council Members Present: Bonnie Lee Behm, Dana Parker, Ken Grugel, Ron Dawson, Cindy Haney, Bill Burke, Donna Wilkoski, Ethel Desmarais, George Gerhart, Jim Zuzack, Richard Dombrowski, John Southwood, Julie Salem
Invited Guests: Leanne Yunetz, Barbara Kretsch, Ruth Cramer, Elizabeth McCloud, Greg Gearhart, Clarke Paine

- I. Call to Order – B. Behm
 - A. B. Behm called the meeting to order at 8:00 p.m.
- II. Secretary's Report – Cindy Haney
 - A. C. Haney presented the minutes from the Oct. 6, 1999 council meeting. R. Dawson noted a changed concerning the submission of a treasurer's report for end of the quarter and end of the year 1999-2000. Ken Grugel made a motion to accept the minutes with the noted revision. Ron Dawson seconded the motion. Vote taken and minutes approved.
- III. Treasurer's Report – Ron Dawson
 - A. R. Dawson reported that the association has been bonded by the State Auto Insurance Company from 11/1/1999 through 11/1/2000.
 - B. R. Dawson updated council on the financial standing of the association.
 - C. G. Gerhart made a motion to accept the treasurer's report. J. Zuzack seconded the motion. Vote taken and the treasurer's report was accepted.
- IV. Committee Reports
 - A. Conference 1999
 1. Over 90% of survey respondents rated the Penn Stater Conference Center as excellent.
 - B. Conference 2000 – B. Kretsch
 1. The committee met on December 5, 1999 to discuss themes, logos, shirts, bags, etc. The committee will meet again on April 2-3, June 11-12, August 13-14.
 2. D. Parker nominated Nan Sninsky, Washington and Jefferson College, as the 2001 Conference Chair and a 2000 conference committee member. G. Gerhart seconded. Vote taken and motion approved.
 - C. Membership and Elections – B. Burke
 1. As of December 1999, 580 members.
 2. B. Burke made a motion to appoint J. Salem and S. Strutsky to the Membership and Elections Committee. R. Dawson seconded. Vote taken and members approved.
 - D. Professional Standards and Training – D. Parker
 1. The committee discussed the Emerging Leader Award. The committee will solicit nominations in the next newsletter with a June 30, 2000 deadline.
 - E. Government Relations – K. Grugel
 1. K. Grugel reported that the committee will be making trips to Harrisburg and Washington this year.
 2. K. Grugel reported that the Government Relations committee will be working on fine tuning issues of reauthorization
 - F. Public and Professional Information – C. Haney
 1. C. Haney reminding council of the importance of getting articles to the newsletter editor by deadline submission dates.
 - G. Training – L. Yunetz
 1. L. Yunetz submitted a report on the number of participants in the training programs this year.
 2. The teleconference will be on March 10, 2000. Spring Training will be held on April 4, 2000 at the Holiday Inn, Greentree, and April 13, 2000 at the Adams Mark, Philadelphia.

Council recessed at 10:01 p.m., December 5, 1999

Council reconvened at 9:00 am December 6, 1999

- H. Finance and Development – C. Paine

1. D. Parker nominated G. Prell to be on the Finance and Development Committee and to serve as Vice

Chair. D. Wilkoski seconded the motion. Vote taken and nomination approved.

I. Technology – G. Gearhart

1. The committee met on Dec. 10, 1999.
2. B. Burke suggested that an accommodation letter be sent to Suzanne Peters for her work on the web piece. B. Behm will complete this task.

J. Financial Aid Awareness – E. McCloud

1. E. McCloud distributed the Financial Aid Hotline posters, a list of committee members, and the minutes from the committees Nov. 10, 1999 meeting.
2. PASSCAC will hold a college fair at Delaware County Community College on Jan. 5, 2000.

V. Updates

A. Sector Reports

1. Private – E. Desmarais
 - a. E. Desmarais will poll the membership to see if they want to meet as a sector. B. Behm suggested having agenda items on hot topics with guest speakers.
2. State Related – G. Gerhart
 - a. G. Gerhart reported a well-attended sector meeting at the conference.
 - b. This sector agreed not to meet during the year.
3. Institutional Support Services – J. Southwood
 - a. This sector will meet again in January.
 - b. J. Southwood distributed a report from this sector's meeting.
4. Public Two Year – D. Wilkoski
 - a. The sector met on November 4-5, 1999 in Carlisle, PA. Nineteen members from 13 different schools attended.
 - b. The sector discussed reauthorization issues, the PA Virtual Community College Consortium, and religious groups on campus. Guest speakers included Janet Weiss and Ken Dyer from PHEAA.
 - c. The sector held a mini forms fair to exchange information gathering ideas.
5. Business Trade & Technical – R. Dombrowski
 - a. R. Dombrowski is working with B. Hoyt to set up the sector meetings.

B. EASFAA – R. Cramer

1. R. Cramer gave an update on the EASFAA conference site.
2. R. Cramer reported on USDE issues.
3. The Graduate Student Concerns committee will sponsor a symposium on Jan. 20, 1000 at Princeton Theological Seminary.

C. NASFAA – R. Cramer

1. B. Behm noted that K. Grugel and D. Parker will be attending a two-day NASFAA Leadership Conference in Washington D.C.

VI. Old Business

A. Home Page – B. Behm

1. B. Behm reminded council to get meeting dates to M. Miller to list on the Web page. Issues that need to be posted on the list serve should be filtered through B. Behm first.

B. Archives/Historian – B. Burke

1. B. Burke nominated Anna Griswold from PSU to serve as the historian for PASFAA. E. Desmarais seconded. Vote taken and nomination approved.

C. SLSC Advisory Committee – B. Behm

1. The committee received two volumes of letters sent by SLSC to borrowers.

D. USA Today Hotline – B. Behm

1. B. Behm suggested that the Financial Aid Awareness Committee attempt to get volunteers for this hotline.

E. OVR – K. Grugel

1. K. Grugel believes that OVR has changed its stance on communication with PASFAA. He received a copy of the formula to determine OVR awards. K. Grugel noted a cut back in OVR counselors.

F. Conference 2004 – B. Behm for Michael Burke

1. B. Behm and M. Burke have been communicating via e-mail concerning the 2004 site. M. Burke visited the Harrisburg Hilton and found it to be an excellent site for the conference.

G. Tag Line – B. Behm

1. Council discussed the tag line contest winner "Funding Tomorrow's Dreams". E. McCloud will check with PHEAA about any legalities of tag lines.

2. B. Burke made a motion to accept the tag line. K. Grugel seconded. Vote taken and motion approved.
- H. Washington/Harrisburg Visit – B. Behm/K. Grugel
 1. B. Behm will check with Michael Hershock about possible contacts and good times to visit, and procedures to follow for visits.
- I. Retreat – B. Behm
 1. B. Behm would like to reinstate the PASFAA Retreat.
- VIII. New Business
 - A. New Initiatives – B. Behm
 1. Council discussed rearranging the terms of sector representatives so that some continuity will be created on the Professional Standards and Training Committee. This issue may be discussed at the retreat.
- IX. Adjournment
 1. D. Parker made a motion to adjourn. D. Wilkoski seconded. Vote taken and meeting adjourned at 2:30 p.m.

1999-2000 PASFAA Executive Council

February 7, 2000

PHEAA, Harrisburg, PA

Council Members Present: Bonnie Lee Behm, Dana Parker, Bill Burke, Ken Grugel, Ron Dawson, Cindy Haney, Donna Wilkoski, Ethel Desmarais, George Gerhart, Jim Zuzack, Julie Salem, Danell Schoemaker

Invited Guests: Elizabeth McCloud, Greg Gearhart, Ruth Cramer

- I. Call to Order – B. Behm called the meeting to order at 9:15 a.m.
- II. Secretary's Report – C. Haney electronically distributed the minutes from the December Council meeting. G. Gerhart made a motion to approve the minutes. Julie Salem seconded. Vote taken and minutes approved.
- III. Treasurer's Report – R. Dawson
 - A. R. Dawson distributed the Treasurer's Report and Budget Report. B. Burke made a motion to accept the report. J. Zuzack seconded. Vote taken and report approved.
 - B. R. Dawson increased the bonding insurance to \$250,000 each for B. Burke and himself.
 - C. R. Dawson submitted a proposal to establish procedures to alert the bonding agency when officers change in the association. K. Grugel seconded the proposal. Vote taken and proposal approved.
- IV. Committee Reports
 - A. Conference 2000 – B. Behm
 1. The Conference Committee was meeting at the Lancaster Host on February 7, 2000.
 - B. Memberships and Elections – B. Burke
 1. B. Burke distributed the membership report. Bill noted the differences between last year's membership compared to this year's membership at this time.
 - C. Professional Standards and Training – D. Parker
 1. PS&T reviewed the evaluation forms from the High School Counselor Workshops. Most evaluations were positive. Only minor revisions to the content will need to be made this year.
 2. PS&T reviewed PASFAA's Statement of Good Practices.
 - D. Government Relations – K. Grugel
 1. K. Grugel nominated Michael Lewis and Scott Miller to serve on the Government Relations Committee. Bill Burke seconded. Vote taken and members approved.
 - E. Public and Professional Information – C. Haney
 1. Cindy Haney nominated David Smedley to serve on the Editorial Board of the newsletter. R. Dawson seconded the motion. Vote taken and member approved.
 - F. Training – B. Behm for Leanne Yuentz.
 1. The teleconference will be held on March 10, 2000 from 9:30 a.m. – 11:30 a.m. The topic will be debt management. Vali Heist will moderate.
 2. Spring Training will be held on April 4, 2000 at the Holiday Inn Greentree, Pittsburgh and April 13 at the Adams Mark, Philadelphia.
 - G. Financial Aid Awareness – E. McCloud
 1. E. McCloud distributed the 2000 Hotline Report. The toll free number problem with AT&T was resolved.
 - H. Finance and Development – R. Dawson

1. R. Dawson distributed the Sponsorship Report.
- I. Technology – G. Gearhart

1. G. Gearhart submitted a technology report to council.
2. The Technology committee suggested a policy concerning items that can be submitted for posting on the Message Center of the PASFAA web page. Council discussed and determined the current method employed by the web master is acceptable.

PHEAA representatives, Michael Hershock, Vince Racculia, Bob Thorne, Mary Beth Kelly, Dennis Young, gave updates on PHEAA related issues such as the Voluntary Flexible Agreement, PHEAA grant Issues, and PHEAA Mentor.

V. Updates

A. Sector Reports

1. Nursing – D. Schoemaker
 - a. Next meeting has been scheduled for the end of March in the Philadelphia Region. A representative from the National Student Loan Clearinghouse will be presenting information on 1098Ts and other issues.
2. Private Sector – E. Desmarais
 - a. E. Desmarais will be sending a survey to the sector members.
 - b. E. Desmarais asked council their thoughts on inviting lenders or outside sources to present workshops.
3. State Related – G. Gerhart
 - a. B. Behm noted that volunteers from Penn State volunteered for both weeks of the Financial Aid Hotline.
4. Public Two-Year – D. Wilkoski
 - a. The next meeting will be held on March 30-31, 2000 in Carlisle, PA.
5. SSHE – J. Zuzack
 - a. Next meeting will be held April 26-28, 2000 at Toftrees.

B. EASFAA – R. Cramer

1. B. Behm noted that EASFAA is looking for volunteers to serve on various committees.
2. R. Cramer reported training dates for the teleconference, Don Raley Institute, and Spring Training for EASFAA's web site.

C. NASFAA – B. Behm

1. NASFAA has made a call for state awards. B. Behm and B. Burke will submit the High School Counselor Workshop and the YMCA Mentor Program.
2. D. Parker and K. Grugel will be attending the Leadership Conference in March.
3. D. Parker will be attending NASFAA's pre conference meeting on Association Finances. B. Burke made a motion to pay for D. Parker's travel expenses. J. Salem seconded. Vote taken and motion approved.

IV. Old Business

A. Archives/Historian – B. Burke

1. Anna Griswold from PSU will be receiving all the files and information from Lucky Hill. She and B. Burke will begin indexing and considering document imaging for some of the material.

B. Advisory Committee

1. State Grant Advisory – Mary Beth Kelly reported on issues addressed by the advisory committee.

C. PASSCAC – B. Behm

1. The third annual Financial Aid Night was held at Delaware County Community College.

D. Conference 1999 – B. Burke for Mary Kosin

1. B. Burke distributed a report prepared by M. Kosin on the 1999 Conference.

E. Conference 2002 – B. Behm

1. Hershey Lodge never received the signed contract for the conference. Hershey Lodge sent another contract to B. Behm to sign.

F. Conference 2004 – B. Behm for Michael Burke

1. M. Burke submitted five proposed sites for 2004. Council eliminated the Radison and Adams Mark. The three sites considered are Harrisburg Hilton, The Penn Stater, and The Hershey Lodge.

G. Tag Line Contest – "Funding Tomorrow's Dreams" – B. Behm checked with Keith New from PHEAA on the issue of a registered tag line.

H. Retreat – B. Behm

1. B. Behm suggested building a retreat into the budget for next year. This retreat will be used to develop new ideas for PASFAA.

V. Adjournment

1. K. Grugel made a motion to adjourn the meeting. D. Wilkoski seconded. Vote taken and meeting adjourned at 3:25 p.m.

The next PASFAA council meeting will be held on April 3, 2000 at PHEAA in Harrisburg, PA.

BUSINESS, TRADE & TECHNICAL SECTOR

*Submitted by
Rich Dombrowski
Business, Trade
& Technical
Sector Representative*

Hello fellow BT&Ters. Wow! Another year is quickly moving along. With that, we must take advantage of the resources given to us. One such resource, the GI Bill Merit Scholarship, provides a scholarship to students who meet certain requirements. Some of the requirements are tough but fair, such as you must have and maintain a 3.0 G.P.A. and you must also agree to work in Pennsylvania in a field related to your program. Many students have not been applying because of the restrictions relating to eligibility of programs and the consequences of leaving the state for work. This year, the GI Bill Merit Scholarship is budgeted for two-year associate degree institutions at a \$2 million funding level. There is a lot of money budgeted for this program that must be used. The deadline has been extended by PHEAA, until at least March 31, 2000, so please encourage students to apply.

Our voices must be heard. We need to encourage the state legislature and PHEAA to increase the funding of these types of programs that can only help our sector grow and become stronger. We are being noticed at the state and federal levels, so we must continually fight to promote fair and equitable standards in the awarding of the values of the scholarships. Together we can make a difference heading into the early part of this decade. With your input and direction promoting and securing as much money as possible, the American dream can become a reality for everyone in our sector.

I would appreciate any thoughts or suggestions that you may have that could lead to some differences for all in this sector. More volunteering in activities around the state will get our word out. Enjoy!

SSHE SECTOR

*Submitted by
Jim Zuzack
SSHE Sector
Representative*

Plans are being finalized for the annual SSHE Spring meeting. This year's meeting will be held April 26 - 28, 2000 at Toftrees Resort and Conference Center in State College, PA. The format will be similar to past years with our 'round table' discussions as well as guest speakers. Please contact me with any comments or ideas for the meetings. Also, if you have any issues you want to discuss at the meeting, please let me know. You can contact me at 724-738-2219 or CG00351 or james.zuzack@sru.edu.

PUBLIC TWO-YEAR SECTOR

*Submitted by
Donna Wilkoski
Public Two-Year
Sector Representative*

Greetings to all! The spring meeting will be held March 30-31, 2000 at the Holiday Inn, Carlisle, PA. Please make your reservation early by calling 1-717-245-2400 and mention PASFAA when making your reservations. The block of rooms will only be held until March 17, so make your arrangements early. Please forward any agenda items or your suggestions for a guest speaker to me as soon as possible. Also forward any personnel updates so I can have a complete sector listing to you at the meeting. I hope to see you in March.

NURSING SECTOR

*Submitted by
Danell Schoemaker
Nursing Sector
Representative*

Hello to everyone! I am happy to report that our school welcomed the new year without any problems. I returned to my office after the new year greeted by a working Y2K compliant computer system. Yeah!

I am in the process of sending out a listing of all nursing school financial aid representatives. Please take the time to review the list and provide me an update on any changes that may have occurred within your office. I will be sure to forward everyone a copy of the updated listing. I cannot stress how beneficial it is to communicate within our profession. It makes sense to say that "two heads are better than one." I have appreciated the many people within our organization who have allowed me the opportunity to "pick their brain."

A Philadelphia regional meeting of nursing school financial aid people is set for Friday, March 31 at 9 am at the Abbington Memorial Hospital School of Nursing. A representative from the National Student Loan Clearinghouse will be presenting information at this meeting. Please contact me if you are interested in attending this meeting or if you would like any materials provided at the meeting.

I am hoping to contact everyone in the next couple of weeks, but please feel free to telephone me at (610) 988-8958 or email me at rhsn@fast.net. Please let me know if you would like any items of interest included in the next newsletter or if you would like me to pass any information on to members of council or our nursing sector group. I look forward to hearing from you and wish you sunny warmer days.

PRIVATE SECTOR

*Submitted by
Ethel Desmarais
Private Sector
Representative*

I have begun working on a private sector meeting tentatively scheduled for early June 2000. Keep an eye out for a mailing about location(s) and date(s).

The Don Raley Summer Institute is looking for a new instructor from the four-year private sector to replace Beth Ann Cairns. Beth Ann has accepted a new position as Associate Director of Financial Aid at the University of Pennsylvania, and will not be able to return to the Institute this summer. If you are interested, please contact Leanne Yunetz at the University of Pittsburgh-Johnstown.

The New Economy Technology Scholarships is up and running. Hopefully, many of you have students who received the award. As with any new program, there may be room for improvement, and Mary Beth Kelly has requested our feedback. If you have any suggestions about how PHEAA can improve its administration, please send your comment to Mary Beth at mkelly@pheaa.org. If you have suggestions about the legislation itself, please contact your state legislator. Either way, please send a copy of your comments to Bonnie Behm at bonnie.behm@villanova.edu. I would also appreciate hearing from you so that I can carry your suggestions forward to PASFAA Council.

Please be sure to let me know if you have ideas and suggestions for speakers at the private sector session of the fall 2000 conference. I am willing to coordinate (even strong-arm) speakers, but I need your help to identify meaningful topics. You can reach me at ethel.m.desmarais@widener.edu. Thanks in advance and happy packaging this spring!

STATE-RELATED SECTOR

*Submitted by
George Gerhart
State-Related
Sector Representative*

The State Related sector has doubled the number of its members of PASFAA this year! We stand at 60 strong. This is primarily due to the Penn State staff who attended the conference. We greatly appreciate their enthusiastic involvement in the program. A special "thank you" to Bob Snyder, who served on the Conference Committee, and to Anna Griswold for her personal and budgetary support. Anna Griswold has also volunteered to serve as the PASFAA Historian. Arrangements have been made to house the archives at PHEAA. Thank you, Anna.

I thank all of you who worked on the Hotline. Staffing the new two week length was a challenge; but, every night was well covered, due in no small measure to the involvement of many of you in the Sector. Some offices had more than one person on duty which facilitated a smooth forwarding of calls without delays.

We also are grateful to those of you who presented a workshop for the high school counselors. All indications are that the attendees were delighted with the new binder for the materials and well served by the case studies.

The State Grant Advisory Committee has spent a great deal of time discussing potential enhancements to the program - the proposal to extend the deadline for "non-traditional adult" students being one. The issues and ramifications are quite complex and costly; but I am pleased that the concept is under consideration since our institutions enroll a significant number of such students.

I welcome your ideas and suggestions for PASFAA programs and services and ways in which I can be of more service to you. Please contact me at any time.

INSTITUTIONAL SUPPORT SERVICES SECTOR

*Submitted by
John Southwood
Institutional Support
Services Sector
Representative*

Institutional Support Services Sector members with questions or suggestions may contact John Southwood. The ISS sector report will resume in the next issue.

INSTITUTIONAL AT-LARGE SECTOR

*Submitted by
Julie Salem
Institutional At-Large
Sector Representative*

Hi everyone! It's hard to believe that we are on the down side of winter eagerly anticipating the coming of Spring. Where does the time go?

A big thank you to all members that volunteered and served our association in some manner; either through the Hotline, the High School Counselor Workshops or on various committees. It is your commitment and dedication to our association that makes it such an outstanding organization. If you have benefited from PASFAA (through the conferences, training, or calling on a colleague), then you have benefited from these volunteers. If you would like to give back to the association and become a volunteer, please contact me at jasalem+@pitt.edu or call me at 814-269-7037. I guarantee I can find a spot for you. Have a Happy Spring!



FROM THE EDITOR'S DESK

"You get paid for doing that editor thing, right?" "Not in dollars," I replied. "Oh... (long pause) well, what do you get?" "I get the satisfaction of having served an organization that does so much for its members."

The question seemed intrusive at the time, but reflecting back on it now, I can understand how someone who hasn't volunteered before might wonder what's in it for them. In this issue is a thought-provoking article about the merits of stepping into a more active role in your professional organization. Have you ever attended the annual Spring Training event in April or the Don Raley Beginners' or the Intermediate Summer Institute? Do you participate in the interactive Teleconference or the annual PASFAA Conference?

Most likely, you have attended some of these and benefited from the lively discussions, learning experiences, and camaraderie that take place. If however, you have only ever been on the "receiving" end, there is a whole different experience happening on the "giving" end – the planning and presenting part where volunteers put it all together. Surprisingly, the "giving" side overlaps the "receiving" side, and you walk away having done something good and feeling good too. It's a win/win situation – you give, you get. Volunteering can help you grow while you help others develop as well.

It seems like every candidate who runs for PASFAA President shares the same sentiment – it's time to give back to the organization that has given them so much. Isn't it time that you step forward and do the same?

Joan L. Holleran

Joan L. Holleran
PASFAA Newsletter Editor

PASFAA BULLETIN BOARD



Lancaster Bible College welcomes **Lester Hicks** as a new Assistant Director of Financial Aid.

After 25 years as Director of Financial Aid at King's College, **Henry Chance**, has accepted a position at PHEAA as Assistant Vice President for School Loan Operations. Henry will provide assistance to schools in the handling of operational problems related to loan processing and the implementation of the new Loan Guaranty System.

Amy Schellhammer is the new Financial Aid Counselor at Central Penn College. **Kathy Shepard**, who had been in this position, was promoted to Assistant Registrar.

Get well wishes for a speedy recovery go out to **John Southwood**, Educaid, a First Union Company, who is recuperating from back surgery.

Lesla Angell, has been promoted to Assistant Vice President with Fleet Boston.

Bethann Cairns, formerly at Cabrini College, joined the financial aid staff at University of Pennsylvania as an Assistant Director.

Wedding bells rang for **Jeanne Cavalieri**, Director of Financial Aid at Drexel University, who married Mike Grover on December 11, 1999.

Congratulations to first time parents, **Travis Roy**, Director of Financial Aid at Philadelphia College of Bible, and his wife Jennifer, who welcomed Jonathan Travis Roy into the world on January 25.

Douglas Vore, formerly at Conemaugh Valley Memorial Hospital School of Nursing, earned an MBA and accepted a position with PHEAA as a Program Review Specialist in the Philadelphia office.

Congratulations to **George Santucci**, CCAC-Allegheny campus, and his wife Tricia, on the birth of their first child, Jonathan Gino on January 3. Welcome to the millennium baby!

Chatham Colleges welcomes **Monique Davis** as a Financial Aid Coordinator.

Kevin Leibach joined the staff at Point Park College as a new Financial Aid Administrator.

Congratulations to **Ellen McGuire**, formerly at the University of Scranton, who has accepted the Director of Financial Aid position at King's College.



We hope you enjoy this new feature about what it's really like to work in financial aid. Please send your humorous experiences to the Newsletter Editor for future issues.

"I thought I'd heard it all until..."

Submitted by
Judy Rile
Newsletter Editorial Board



I had a family who was appealing their financial aid award letter. In our discussions, I asked about their "extenuating" financial circumstances. One of the items they mentioned was high medical bills. I asked for more specific information, and they replied they had a bill of \$1500 for hip surgery for the labrador retriever – after all, he was a member of the family!

PASFAA Membership Report

Submitted by
Bill Burke
Membership & Elections Chair

As of February 16, 2000, 626 individuals are PASFAA members for the 1999-2000 academic year. The Resource Directory was mailed to members at the end of February. Membership directory information on new members is listed on the back page of this Newsletter. Please carefully check your listing in the directory and contact me with any changes. Membership forms are available in the directory and on the PASFAA website. Listed below is a breakdown of the membership by sector and by membership type.

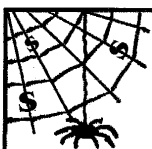
	<u>Regular</u>	<u>Associate</u>	<u>Life</u>	<u>Total</u>
Private	212	14	0	226
SSHE	44	0	0	44
BT&T	78	4	0	82
Two-Year Public	23	4	0	27
State-Related	51	7	0	58
Nursing	27	0	0	27
Inst. Support Services	0	141	0	141
Miscellaneous	3	12	6	21
Totals	448	182	6	626



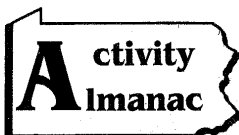
PASFAA Directory Addendum

Submitted by
Bill Burke
Membership & Elections Chair

<u>Name</u> <u>Title</u>	<u>Institution</u> <u>Street</u>	<u>City</u> <u>Email Address</u>	<u>State</u>	<u>Zip</u>	<u>Phone Number</u> <u>Fax Number</u>	<u>MC</u> <u>TERM</u>
BATEMAN GORDON M DEAN FOR ADMISSIONS & FIN AID	ELIZABETHTOWN COLLEGE ONE ALPHA DR	ELIZABETHTOWN batemagm@etown.edu	PA	17022 2298	717 3611166 717 3611365	R
BROWN JR. WILLIAM J DEAN OF ADMS/FINANCIAL AID	LEBANON VALLEY COLLEGE 101 N COLLEGE AVE	ANNVILLE w_brown@lvc.edu	PA	17003	717 8676181 717 8676026	R
DICENZO PATRICIA SALES REPRESENTATIVE	CREDIT MANAGEMENT COMPANY 2121 NOBLESTOWN ROAD	PITTSBURGH	PA	15205	412 9370900 412 9371286	A
HAWKINS LAURIE SR. ACCOUNT MANAGER	BANK ONE 444 E. COMO AVENUE	COLUMBUS laurie_l_hawkins@mail.bankone.com	OH	43202	614 4472423 614 4472445	A
JOVELL JOSEPH MANAGER, PRIORITY SERVICE	TERI 330 STUART ST., SUITE 500	BOSTON jovell@teri.org	MA	02116	800 2558374 617 3506013	A
OHALEK MELONY M ACCOUNT MANAGER	BANK ONE 6365 E. HARVEST RIDGE DR	AUSTINTOWN melony_m_ohalek@mail.bankone.com	OH	44515	330 7939071 330 7939076	A
STANTON CAROL COORDINATOR, FIN AID DEPT	METHODIST HOSPITAL-SCH OF 2301 S. BROAD STREET	PHILADELPHIA carol.stanton@mail.tju.edu	PA	19148 215 9529407	215 9529400	R
VORE DOUGLAS J PROGRAM REVIEW SPECIALIST	PA HIGHER ED ASSIST AGENCY JFK CTR, 5TH FL, RM 512	PHILADELPHIA dvore@pheaa.org	PA	19146	215 7352877 215 5606953	A
WALZ HEATHER STUDENT LOAN OFFICER	PITTSBURGH FIREFIGHTERS FCU 500 S. MAIN ST.	PITTSBURGH	PA	15220	412 9288500 412 9288545	A



VISIT THE PASFAA WEBSITE:
<http://www.pasfaa.org>



April 2000
April 4
April 13

Spring Training Seminars
Holiday Inn - Green Tree, Pittsburgh
Adam's Mark, Philadelphia

May 21-24, 2000

EASFAA 2000 Conference, Connecticut

June 12-16, 2000

Don Raley Institute (New Aid Administrators), Dickinson College, Carlisle

June 12-15, 2000

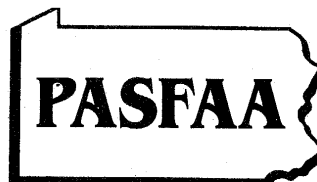
Financial Aid Basics (Non Financial Aid Personnel), Dickinson College, Carlisle

July 9-12, 2000

NASFAA 2000 Conference, Washington, D.C.

October 15-18, 2000

PASFAA 2000 Conference, Lancaster, PA



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Financial Aid Office
Kutztown University
Kutztown, PA 19530

