

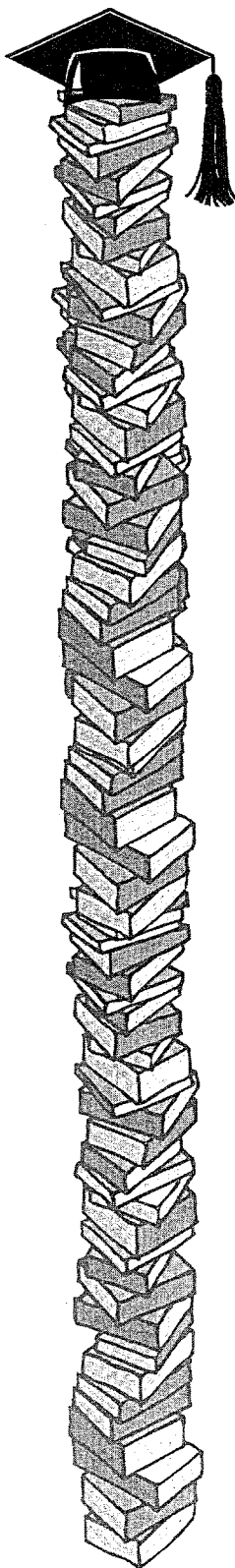


Pennsylvania Association of  
Student Financial Aid  
Administrators

# NEWSLETTER

VOLUME 35, NUMBER 2

Spring 2002



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## FEATURES

- President's Letter
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- President's Budget Proposal & Aid
- Dusting Off the Shelf
- Spotlight on Fin. & Dev. Comm.
- Uncluttering Your Desk & Mind
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- PELA News
- Sector and Committee Reports

34th  
Annual  
Conference  
Hershey Lodge  
& Convention Center  
October 20-23, 2002

## 2001-02 PASFAA EXECUTIVE COUNCIL

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## Editor Excerpts

### 1. NEWSLETTER EDITORIAL BOARD FOR 2001-02

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Dana French	Kathy Myers	Sherry Youitz
Ragan Griffin	Judith Rile	

### 2. PUBLICATION SCHEDULE

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

Summer 2002 issue:	articles due May 15
Fall 2002 issue:	articles due July 15
Winter 2003 issue:	articles due November 15
Spring 2003 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, not the institution. All changes in name, address, title, etc. should be submitted to Dana Parker, Financial Aid Office, West Chester University of PA, 138 E.O. Bull Center, West Chester, PA 19383 or dparker@wcupa.edu. The 2001-02 membership list is maintained at West Chester University of PA.

### 2. 2001-02 PASFAA COMMITTEES

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Membership .....	Dana Parker
Association Governance .....	Dana Parker
Public and Professional Information .....	Suzanne Sparrow
Technology Advisory Group .....	Ginny Kopko
2002 Conference .....	Cindy Haney
Financial Aid Training .....	Randy Harmon
Financial Aid Awareness .....	Liz Rihl Lewinsky
Finance and Development .....	Ruth Cramer

### 3. MEMBERSHIP IN PASFAA

Subscription to the PASFAA Newsletter is included in your yearly membership fee. Contact Dana Parker, West Chester University of PA, for information about 2001-02 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@aessuccess.org or PH12038.

# LETTER FROM THE PRESIDENT



Greetings PASFAA Members:

Hopefully, everyone has survived the beginning of the spring semester and is looking forward to warm weather or should I say, "golf weather."

A big part of what PASFAA membership provides is an opportunity for training, and there is a lot this spring. I am sure with our hectic schedules, it is difficult to stay caught up with all of the changes and new information out there concerning state and federal guidelines. I have always looked to attend workshops and other sessions to help provide this important information as well as help explain things in more detail. Recently, we offered our seventh annual Teleconference in March. The teleconference covered a number of topics such as Return of Title IV AID, NPRM, and discussion of Reauthorization issues. We even had available streaming video to be shown on your computers if you were unable to attend a download site for the broadcast. Thanks to all of the PASFAA volunteers who were responsible for the success of our annual teleconference.

Other training activities coming up include the Spring Training Workshops to be held again at both an Eastern and Western site of the state. They will be held in early April and usually cover a number of important topics in aid as well as an update of state and federal information. Also, look to the back cover of this newsletter for a list of upcoming training and conference activities on the state, regional and national level for your consideration.

Of course, all of these training activities do not just happen without the dedication and commitment of volunteers. Hard-working PASFAA volunteers plan, pull the information together and present it. Many of you responded to my request for volunteers and are now serving on committees. Thank you for stepping up to the plate. We are in the process of building a database of volunteers to better keep track and communicate with people that volunteer. Although most committees have been selected, there are a few activities coming up that still need people and new committees will be forming later in the year.

I hope to see many of you at some of the upcoming training activities. Feel free to contact me with any questions, ideas or concerns about PASFAA.

Sincerely,

A handwritten signature in cursive script that reads "Gary A. Means".

Gary A. Means  
PASFAA President



## Training Activities

*Thanks to the  
Volunteers!*

# Pennsylvania Financial Aid Training Program

Submitted by  
Randy Harmon  
Chair, Training Committee

As the year 2002 engulfs us, it is time to start thinking about packaging and other financial aid topics for processing a new year of aid. To help you with this, several training opportunities are offered to both members and non-members of PASFAA.

## Spring Training

April 2, 2002: Hilton, Valley Forge  
April 10, 2002: Holiday Inn, Monroeville



This year's Spring Training will again have an amusement park theme with a patriotic flair. Mark your calendars now and plan to attend this one-day workshop. The sessions being offered this year are electronic signatures by PELA, federal work-study panel discussion, overview of veteran's benefits, National Student Loan Data System, tax forms and a unique session entitled, "Student Aid - Observations from the Other Side" by George Walter and Vali Heist. Also included are federal, state, and AES/PHEAA loan updates. This reasonably priced training is an excellent tool in assisting financial aid administrators to plan for the 2002-2003 year.

## Don Raley Institute

June 10-14, 2002: Dickinson College, Carlisle, PA

The Don Raley Institute provides valuable training for new financial aid administrators with less than 2 years of experience. This weeklong, intensive training program provides a comprehensive foundation of the basic tools required for student aid administration. Designed with lectures and "real life" case studies, participants learn the essentials of financial aid. Registration materials will be mailed to your institution. Individuals wishing to participate are advised to reply quickly as seating is limited to ensure more personal interaction.



## Financial Aid Basics For Non-Financial Aid Personnel

June 12-14, 2002: Dickinson College, Carlisle, PA



Again, we are offering a two-day workshop designed for non-financial aid professionals. If you have admissions, registrar, business office, or enrollment management personnel who need to familiarize themselves with the financial aid process, then this is the place for them. Financial Aid Basics will discuss issues important to this group. Agenda items include an overview of:

- |                                    |                                  |
|------------------------------------|----------------------------------|
| Student Eligibility                | Stafford Loans                   |
| Application Process/Regulations    | Alternative Financing            |
| Cost of Attendance                 | Educational Tax Credits          |
| Federal Methodology                | Disbursements/Refunds/Repayments |
| Need Analysis/Packaging Strategies | Record Retention                 |
| Professional Judgment              | Audits                           |
| FERPA                              | Enrollment Management            |

Experienced individuals make up the faculty for this program. 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 enroll early.

## Nominations Requested for PASFAA Awards

Submitted by  
Dana Parker  
PASFAA Past President



Nominations are being solicited from the membership for PASFAA's Distinguished Service Award and Honorary Life Membership. Nominations must be received by May 1, 2002.

The **Distinguished Service Award** is presented to individuals who have made significant contributions to the Association through leadership, activities, and/or research in financial aid. This award recognizes service to PASFAA over a period of professional involvement, not a single event or activity. A committee of past recipients of the award will review the nominations and recommend its choice to Council.

The **Honorary Life Membership** is given to individuals who have made outstanding and sustained contributions to student financial aid. This honor is not necessarily awarded each year, and is not restricted to PASFAA members. PASFAA Council is responsible for final selection of the award.

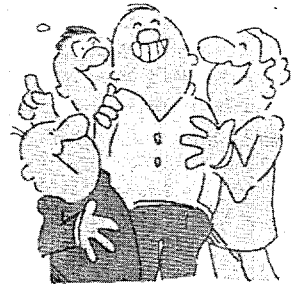
Past recipients of both the Distinguished Service Award and Honorary Life Membership are listed on the PASFAA homepage. Nominations should be submitted by email to [dparker@wcupa.edu](mailto:dparker@wcupa.edu) or in writing to: Dana C. Parker, Financial Aid Director, West Chester University, 138 E.O. Bull Center, West Chester, PA 19383.

## Retirement Recognition Program

Submitted by  
Gary Means  
PASFAA President

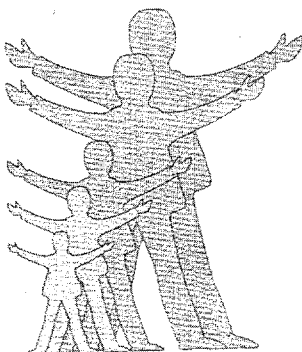
The Association has implemented the Retirement Recognition Program to formally thank those dedicated individuals who have served our profession over the years. The recognition will be provided to active or associate members who have provided approximately 25 years of service to students and families, 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 2001-02 school year or plans to retire this year, please notify Gary Means, PASFAA President, before June 30 at [meansga@wccc.westmoreland.cc.pa.us](mailto:meansga@wccc.westmoreland.cc.pa.us). The status of persons to be recognized will be confirmed and appropriate recognition prepared for the 2002 annual conference in Hershey.



## Nominations Sought for Emerging Leader Award

Submitted by  
Ken Grugel  
PASFAA Vice President



The third annual Emerging Leader 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 Membership Committee, Ken Grugel, by e-mail to [kgrugel@clarion.edu](mailto:kgrugel@clarion.edu) or mailed to 104 Egbert Hall, Clarion University of Pennsylvania, Clarion, PA 16214. 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 to be held this year at Hershey Lodge.

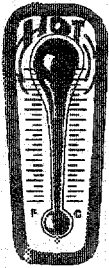


## WASHINGTON UPDATE

Submitted by  
Scott Miller  
Federal Relations  
Director, AES/PHEAA

# Congress and the President Swing into 2002

### What's

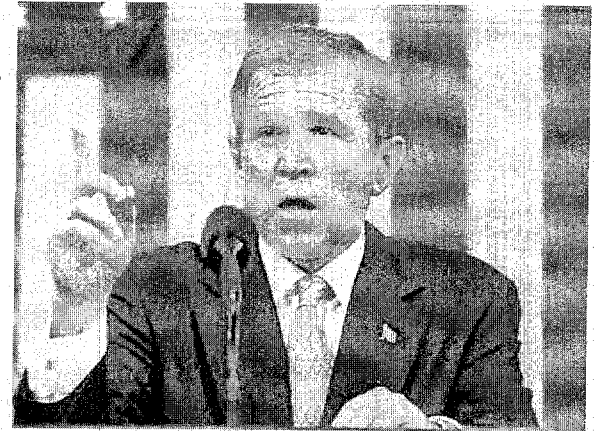


on the  
Hill?

With the transition behind it and most of its key appointees in place, the Bush Administration has begun its second year in office. One of the most important tasks of an Administration is to assemble the annual President's Budget submission. Not only does the budget include all of the relevant numbers supporting the myriad of programs that receive federal funding, but the budget has come to be a statement of the Administration's philosophy of government and its priorities for the coming year.

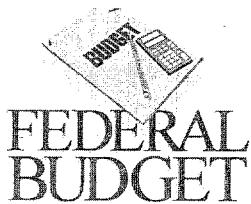
President Bush's \$2.13 trillion spending proposal for the 2003 Federal Fiscal Year – the first budget to break the \$2 trillion barrier – emphasizes the priorities one would expect from a President coping with the aftermath of the events of September 11, 2001. In the President's words, "With courage, unity, and purpose, we met the challenges of 2001. The budget for 2003 recognizes the new realities confronting our nation, and funds the war against terrorism and the defense of our homeland."

The war against terrorism and homeland defense are constant themes throughout the budget and are the reason why the President is unapologetic about proposing a budget that anticipates deficits in federal spending through at least the end of President Bush's first term. This helps explain why the President does not include significant increases for most domestic spending programs in FY 2003, and the federal student aid programs are no exception.



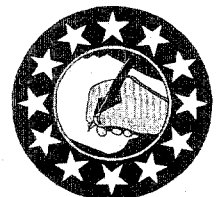
President Bush makes a point during his State of the Union address.

President Bush proposes to "level fund" most of the major federal student aid programs, meaning that they would receive the same amount of funding at they did in FY 2002. Thus, the funding level for **SEOG** is proposed to remain at \$725 million; **Federal Work Study** funding would remain at \$1.011 billion; and **Perkins Loans** funding would remain at \$100 million. The same is true for the **TRIO** programs (\$802 million) and the **GEAR-UP** program (\$285 million).



Things are a bit more complex when it comes to **Pell Grants**. The Administration is proposing to maintain the \$4,000 maximum grant that goes into effect for the academic year beginning July 1, 2002. However, the Administration is also requesting an immediate infusion of \$1.3 billion to cover a shortfall in Pell Grant funding. The Administration contends that Congress did not allocate enough funding last year to support the \$4,000 maximum Pell Grant. To close this gap, the budget proposes that the \$1.3 billion be made up this year as part of a supplemental appropriations act. The Administration recommends that these funds be taken from "low priority" education programs and/or from funds that have been "earmarked" for specific projects. Congressional appropriators have already expressed skepticism about this proposal and about their willingness to raid funds from other programs to close this gap in Pell Grant funding.

Lastly, the budget proposes to "zero out" the **LEAP** program (the renamed SSIG





The President's comments draw applause during his State of the Union address.

program). LEAP provides money to states to be at least matched and included as part of their state grant programs. Recent changes to the legislation also allowed states to use some funds for early awareness programs and for other related purposes. The Administration joins the previous three Administrations who have, from time to time, recommended that LEAP funding be eliminated. The Department of Education's rationale for this proposal is also borrowed from prior budgets, "The program has accomplished its objective of stimulating all States to establish need-based postsecondary student grant programs and Federal incentives are no longer required." Pennsylvania received approximately \$3 million in LEAP funding for the current fiscal year.

As always, the ultimate outcome of this year's appropriations process will not be known until the end of September, at the earliest. We do know that this is going to be a year in which increases in student aid funding will be difficult to achieve. Thus, it is more important than ever that we take the initiative and make sure that our Members of Congress and Senators understand how vital these programs are and how many students are in need of additional assistance.

T · H · E  
BOTTOM  
LINE

## NASFAA Spring Training Addresses Vital Financial Aid Topics

Submitted by  
Mindy Kaplan Eline  
NASFAA

NASFAA is pleased to announce its Spring 2002 training series, which will address four areas of significant interest to financial aid and other campus administrators:

- Verification: A Review of Current Requirements in Today's Environment
- Cash Management Notifications and Authorizations
- FERPA/Information Releases Throughout the Institution – Requirements and Good Practices
- Program Participation Agreements – How to Ensure You Maintain Institutional Eligibility

The NASFAA website, [www.nasfaa.org/SubHomes/2002SpringTraining/index.html](http://www.nasfaa.org/SubHomes/2002SpringTraining/index.html), provides a detailed look at NASFAA's Spring Training and includes a list of workshop sites and dates. All training is sponsored by the state and regional financial aid associations and is offered either as a stand-alone workshop or as part of a state or regional spring meeting. By sponsoring the training, a state or regional association selects the locations, dates, and

instructors, and coordinates registration activities. A team of experienced financial aid administrators, trained by NASFAA, will conduct the workshops. All workshop materials are written, developed, and distributed by NASFAA. For more information, visit [www.NASFAA.org](http://www.NASFAA.org) or contact Connie McCormick at 202-785-0453 Ext. 148 or [mccormickc@nasfaa.org](mailto:mccormickc@nasfaa.org).



## Financial Aid Awareness in PA

Submitted by  
Liz Rihl Lewinsky  
Chair, Financial Aid  
Awareness Committee



This has been a busy year for the Financial Aid Awareness Committee, which met in Harrisburg in October, November and in February. In addition to having volunteers at the five regional Pennsylvania Association for College Admission Counseling (PACAC) college fairs and at the Philadelphia National College Fair in the fall, the following Western PASFAA members volunteered to staff a financial aid table at the Pittsburgh National College Fair, which was organized by the National Association for College Admission Counseling (NACAC) and the local Pittsburgh Fair Committee, in February:

John Carns, Carnegie-Mellon University  
George Santucci-CCAC, Allegheny Campus  
Patti McCarthy, Indiana University of PA  
Stephanie Thompson, Robert Morris University  
Linda Ebel, Carnegie-Mellon University  
Vonnie Hunter, Indiana University of PA  
Shari Payne, Robert Morris University  
Milosh Mamula, University of Pittsburgh-Titusville  
Gary Means, Westmoreland County Community College  
Deidre Smith, Indiana University of PA  
Mary Minahan, Robert Morris University  
Norma Groover, Citizens Bank  
Brandi Darr, University of Pittsburgh-Greensburg  
John Southwood, Educaid/First Union  
Cheryl Rettman, PNC Bank  
Dana French, National City Bank



A prospective student collects information at a college fair.

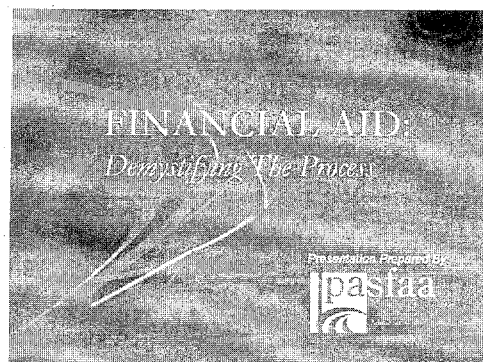


Ready to greet visitors at the college fair at Delaware County Community College.

Lynn Jakub, Chatham College  
Aileen Bowman, Indiana University of PA  
Cindy Hall, Point Park College  
Maria Maltese, Robert Morris University  
Frank Dutkovich, Duquesne University  
Mary Gazal, Point Park College  
Maryann Dudas, Seton Hill College  
Dave Pearlman, Penn State-Altoona  
Gail Gray, Penn State-Beaver  
Steve Planey, Robert Morris University  
Cindy Farrell, Thiel College  
Rick Sparks, University of Pittsburgh-Greensburg  
Chris Zuzack, Indiana University of PA  
Jennifer McLaughlin, Citibank  
Michael Bertonaschi, NellieMae  
Kerry Paoletta, National City Bank

PASFAA volunteers will also be present at the MainLine Regional College Fair at Villanova University on Monday, May 6.

The other major initiative of this year's committee was to construct a Powerpoint presentation, which would be available for high school guidance staff to use in conducting a financial aid night at their school if they lacked a presenter. The presentation is complete and is available on the PASFAA website at [www.pasfaa.org](http://www.pasfaa.org). Just click on "Guidance Personnel" from the main menu to download it. Additionally, for those guidance counselors who might not feel comfortable conducting the presentation themselves, there is a comprehensive accompanying videotape, which they can also request at [www.pasfaa.org](http://www.pasfaa.org). A postcard mailing was sent out in January to all high school guidance offices in Pennsylvania informing them of the presentation's availability and reminding them of PASFAA's presence and the website itself. PASFAA members are also welcome to utilize the presentation in conducting their own financial aid nights, particularly since it includes specific information on Pennsylvania aid programs!





## YouCanDealWithIt.com Gives Students Help after Graduation

Submitted by  
Chad Smith  
PHEAA

### PLAN *For the Future*

The award winning YouCanDealWithIt.com website is a great resource for students just about to enter the "real world" and the popular default prevention campaign promoting the site is being updated once again to stay fresh for students.

New posters and advertisements are on the way for the spring semester. These posters use compelling images and stark messages that grab a student's attention and, at the same time, help them to understand the dangers of defaulting on their student loan and other financial pitfalls. Look for posters this spring that have specific messages about what happens when borrowers don't pay back their student loans and are "imprisoned by credit card debt".

The advertising messages are designed to drive students to YouCanDealWithIt.com which is now receiving more than 7,000 visitors a month. The website not only has information about student loan debt management, but also many other things that students must "deal with" when they graduate from college – finding a job, buying a car, budgeting, etc. YouCanDealWithIt.com is completely free and is designed to be competitive with the millions of other websites that are vying for student's attention. It is constantly being updated with information as well as links to other websites that will give students helpful information.

Going beyond the college campus, YouCanDealWithIt.com has placed display stands filled with YouCanDealWithIt.com materials in career development offices to help give graduates an advantage when entering the job market. Not only is the website being updated with more information, it is in the process of being completely redesigned to give it a new and fresher look and will include even more information that your students can use after they graduate college. For more information or to receive more posters for YouCanDealWithIt.com, please call 717-720-2509.

*YouCanDealWithIt.com is a public service of American Education Services and PHEAA.*

**youcandealwithit.com**

**AES**  
American Education Services  
a division of pheaa

**PHEAA**  
Creating Access to Education



## PASFAA Website Updates

Submitted by  
Mary Miller  
PASFAA Webmaster

**MEMBERS  
ONLY!**

### New User Name & Password for "Members Only" Section

User Name: hershey  
Password: 2002

### Update Your Membership Information

Have you had a change to your place of employment, job title, e-mail address? To keep your information current with PASFAA, complete the Membership Update

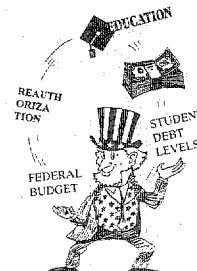
form located in the member's section of pasfaa.org.



## It's That Time Again – Reauthorization is on the Way

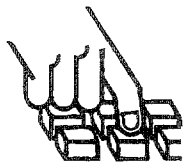
Submitted by  
Ken Grugel  
PASFAA Vice-President

Believe it or not, it is time again to begin thinking about all of those rules and regulations that drive you crazy. PASFAA will be developing a Reauthorization Task Force to help sort out what we would like to see changed during the next five year reauthorization period. The Government Relations Committee, with the assistance of your sector representative, will be asking for your help with this process. During the next few months, please jot down your ideas, complaints, or a better way to process Title IV aid and e-mail them to [kgrugel@clarion.edu](mailto:kgrugel@clarion.edu).



## Technology Advisory Group

Submitted by  
Ginny Kopko  
Technology Advisory Group Chair



### The Technology Advisory Group is growing!

Along with our current members, Ruth Brouse, Greg Gearhart, Ginny Kopko, Mary Miller, Vince Racculia, Dan Wray, and Chris Zuzack, we would like to announce the addition of two new members: Alison Sleagle and Rick Sparks. Welcome!

### Who? What? Where? When?

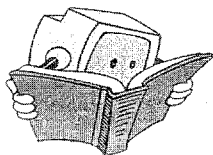
That's what we would like to know. Sector representatives, committee chairs and Council officers are encouraged to send pertinent information including workshops, meeting dates and activities to the PASFAA webmaster, Mary Miller at [mmiller3@pheaa.org](mailto:mmiller3@pheaa.org). Help make the PASFAA WebSite a viable resource by keeping it up to date with the hottest PASFAA news. Don't forget that you can use the list serve to make announcements and survey the membership. Send submissions or questions to Mary Miller.

So,  
what's  
new?



### Missed the 2001 Conference or wished you would have kept that handout?

We are in the process of obtaining Word and PowerPoint Presentations from the Conference presenters. The presentations will be added to the "Members Only" section as they are received.



### Technology Tidbit

Working on several applications at the same time? Just press ALT + Tab to switch back and forth between two applications.

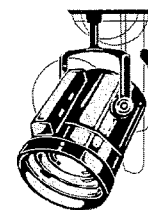
## National Student Employment Week

April 1-5, 2002

Remember to recognize your student employees!

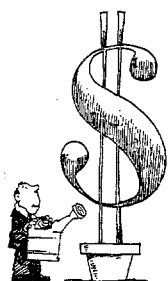


A different PASFAA committee will be highlighted in each issue of the Newsletter to familiarize members with the functions of each.



## The spotlight is on **The Finance & Development Committee**

Submitted by  
Patty Hladio  
Newsletter Editorial Board



When I think about our state association, I immediately think of our annual conference in October and of events and activities like Spring Training and the Guidance Counselor Workshops. Rarely have I considered how these activities are made financially possible.

As I spoke with Ruth Cramer, current chairperson of the Finance and Development Committee, I realized that it is through much of the efforts of this committee that we members derive so much benefit from our state association. As Ruth explained, the role of this committee is to monitor the financial viability and financial strength of this association, and in short, to support the activities of the association financially.

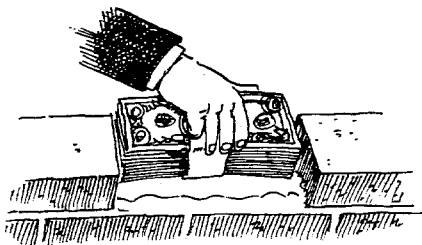
Those who serve on the F&D Committee have the opportunity to play a key role in the direction our association takes. They prepare our budget and fund-raising strategy, discuss investment strategies, work very closely with the Conference and Training Committees, and help to formulate future goals of PASFAA. For example, approximately three years ago, PASFAA enacted a plan set forth by the F&D Committee to have at least 50% of our annual budget in reserve within a five-year timeframe. The F&D Committee has already met this goal and is now working to recommend new financial goals for the organization.

Serving on the F&D Committee can be very rewarding because in helping to finance the activities of the organization, one can see the fruits of their labor almost immediately. While this committee always looks toward the long-term financial strength of the association, much of their work is spent on activities in the current or upcoming year. As past chairperson of the Finance and Development Committee, Georgia Prell expressed strong appreciation for the financial support received from our lenders and vendors. Georgia explained that without this support, the activities and initiatives of our association would be diminished.

The F&D committee, which meets three times a year, is comprised of a mix of schools and lenders, new & "veteran" committee members, fundraiser personalities and budget planning personalities. The mix of committee members allows all to bring their perspectives to the table, and the mix of responsibilities of the committee allows members to contribute in the areas of their strengths.



2001-02 Finance & Development Committee members are (l to r) Jim Anderson, Ethel Desmarais, Ruth Cramer (chair), Joetta Bradica, Ron Dawson, Barbara Schmitt, Nancy Harvey, Lesa Angell, and Phyllis Swinson.



The current chair encourages participation in the F&D Committee and revealed that the most recent group of volunteers for this committee was both plentiful and capable. Although not all association members who offered to volunteer could be part of the Committee this year due to the limited size of the committee, Ruth encourages all to volunteer again next year because as people rotate off the potential three-year term each year, new faces will be needed.

*Editor's Note: The "spotlight" series of articles is intended to give readers a behind-the-scenes look at the inner workings of each committee in general. Any oversight in mentioning specific committee members, past or present, is unintentional and purely accidental.*

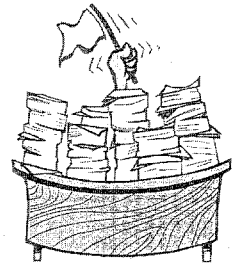
## How to Unclutter Your Desk and Your Mind (or "I Know I'm Under Here Somewhere")

Submitted by  
Alisa DeStefano  
Newsletter  
Editorial Board

*"If you are ready to face issues and want to move through them, release them, and be able (to) travel along life's path a little freer afterwards... nothing will do it faster than cleaning out a closet!"*

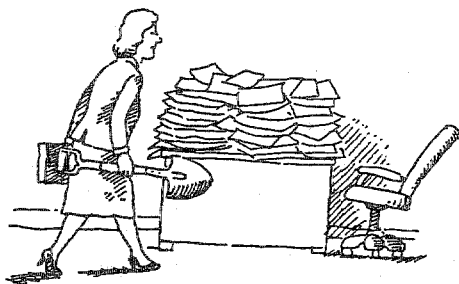
Phylameana Lila Desy in "Clear Out the Clutter in Your Space, Make Room for Good Things to Enter Your Life"

Many of us could easily replace 'cleaning out a closet' with 'cleaning off a desk' in the above quote. And though this writer does not subscribe to the "cluttered desk, cluttered mind" point of view (A cluttered desk can also be a sign of someone who is too busy.), I do feel there is value in keeping things in order. You can have a clean desk, but if you don't know where you placed that Verification folder, then your clean desk is ineffective.



### Cluttered Desk, Cluttered Mind?

One of the most productive people I know has a very messy desk. She gets a lot of things done and seems to know where any single piece of paper is in all the piles. However, what may work for her may not work for someone else. Things can easily get lost or misplaced on a messy desk, and when you need to locate something quickly, you waste time looking for it. The solution? Find a place to store what you need to keep, and get rid of what is no longer needed.



### Keep, Toss, Move

F. John Reh, author of, "What's Wrong with a Messy Desk?" suggests a system of 'keep, toss, or move.' Divide your papers, etc. into three containers, with "toss" being the biggest container. Start with the oldest pile of papers, which is usually the one farthest from your chair, and evaluate each piece of paper only once. If you put it aside to look at later, it will continue to clutter your desk needlessly. Then toss the "toss" pile, find places for the "keep" pile, and move the "move" pile into other areas outside of your office, such as a central filing location.

### If You Haven't Worn it in Two Years...

We've all heard that if you haven't worn an article of clothing in two years, it's time to get rid of it. Do you keep things "just in case it matches something I might buy in the future or if it comes back in style?" This is a tried and true tip and can be applied to our offices as well. We, of course, have record retention regulations that must be adhered to, but other than that, we can determine what is necessary to our job and what can be pitched or filed in a central location, which leads us to the next tip.

### One Central Location

Not everyone in the office needs to keep a copy of the Need Analysis Methodology Handbook. If one location can be made to accommodate basic information such as this, then that will free up space in your own office. Just remember where that one location is when you need it!

A good question to ask yourself, according to Reh, is "Do I have this somewhere else, or can I get it from someone?" If the report is being filed at another location, even if it is in another colleague's files, then you probably do not need to keep it yourself (unless the other colleague reads this article and decides he doesn't need to keep it either).

### File it Electronically

If at all possible, save space by transferring e-mails,



documents, etc. into electronic files, such as folders in e-mail that do not take up e-mail quota space or in your word processing system. For instance, instead of printing out an e-mail about the new interest rates for Stafford, I can transfer the e-mail to an e-mail folder labeled "Stafford Loans."

### Finding the Time

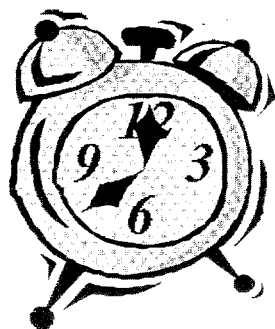
So when will you ever have time to do this? Obviously there are seasons in financial aid where organizing your office is not a priority or even possible (first day of class comes to mind, and the months before and after), but a day here or there will present itself as a good time to "declutter" your desk. The time of day may also make a difference in your success. If you are most productive in the morning, then do it in the morning. If you aren't fully awake until 2 pm, then do it at 2 pm (Avoid making decisions over single pieces of paper when you are sleepy.)



### One Last Tip

There are a myriad of articles on the Internet that are full of clutter management ideas. Just type in "organize desk," "reduce clutter," etc. in a search engine and you will find many websites with ideas to help you on your quest for a more organized workplace.

*Disclaimer from the writer: I am in no way an authority on reducing clutter at my home or on my desk. The people who live and work with me would be aghast that I would write such an article when I do not practice what I preach, so to speak. But on my honor, I pledge to put into practice everything that is in this article – honest.*



## PASFAA Membership Statistics

Submitted by  
Dana Parker  
PASFAA Past President

PASFAA membership as of February 22, 2002 totals 662. This compares to a total of 623 members last year at this time. The breakdown by sectors is:

	<u>Regular</u>	<u>Associate</u>	<u>Life</u>	<u>Total</u>
Private	237	17	0	254
State System of Higher Education	39	1	0	40
Business Trade & Technical	71	9	0	80
Two Year Public	34	3	0	37
State Related	42	3	0	45
Nursing	17	0	0	17
Institutional Support Services	0	178	0	178
Miscellaneous	2	4	5	11
<b>Totals</b>	<b>442</b>	<b>215</b>	<b>5</b>	<b>662</b>



Reminder: PASFAA membership is individual, not institutional. If you change positions, the membership stays with you. If you move, please remember to update your information so that you can continue to receive the Newsletter and be included on the PASFAA listserve. All changes should be sent in writing to Dana C. Parker, West Chester University, 138 E.O. Bull Center, West Chester, PA 19383, via email to [dparker@wcupa.edu](mailto:dparker@wcupa.edu), or via fax to 610-436-2574.

# Pennsylvania Financial Aid Training Program

*Submitted by  
MaryKay McCaughan  
Training Committee*

## Support Staff Workshops a Success

Held every other year for those dedicated front-line troops who are critical for the day-to-day operation of our offices, the Support Staff Workshops represented another successful endeavor by PASFAA and PHEAA. Five sites played hosts to over 181 attendees, a 34% increase from the previous 1999 workshops. Each person attending received a welcome bag, which included a binder of information, as well as gifts from a number of sponsoring lenders. Presenters for the sessions were:

MaryKay McCaughan, Villanova University  
Marguerite Borst, Albright College  
Doug Bucher, Drexel University  
Michael Burke, Eastern College  
Cindy Farrell, Thiel College  
Leanne Frech, Harrisburg Area Community College  
Melissa Ibanez, University of Pittsburgh – Bradford  
Heidi Hunter, Hunter Consulting Group  
Vonnice Hunter, Indiana University of PA  
Mary Kosin, Luzerne County Community College



Michael Burke covers financial aid topics at the Support Staff Seminar.

Our planning committee worked hard in setting up the sites and the topics for presentation which included: Changes to the 2002/2003 FAFSA, EFC, E-Signature, Using the Internet to Navigate the Financial Aid Waters, NSLDS, ASAP/OneLink, FERPA, and Customer Service Issues.

### Committee members were:

MaryKay McCaughan (Chair) – Villanova University  
Marguerite Borst (Co-chair) – Albright College  
Ruth Brouse – AES/PHEAA  
Doug Bucher – Drexel University  
Michael Burke – Eastern College  
Cindy Farrell – Thiel College  
Leanne Frech – Harrisburg Area Community College  
Melissa Ibanez – University of Pittsburgh – Bradford  
Heidi Hunter – Hunter Consulting Group  
Vonnice Hunter – Indiana University of PA  
Cindy King – Northampton Community College  
Mary Kosin – Luzerne County Community College

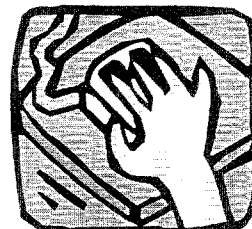


Attendees at the Luzerne County Community College site break for lunch and discussion.

We also acknowledge the untiring work of Diana Sheehan and Tina Reinoehl of the Education Services Group at AES/PHEAA and thank them for their continued commitment to PASFAA training activities.

## Council Minutes on PASFAA Website

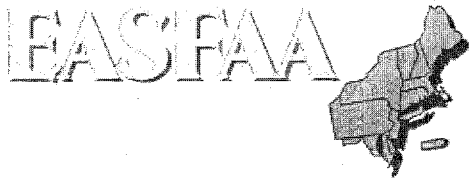
The newsletter will no longer carry minutes from recent Executive Council meetings. You can access the complete minutes of the February 11, 2002 meeting on the PASFAA website at [www.pasfaa.org](http://www.pasfaa.org) or by contacting the PASFAA secretary, Suzanne Sparrow, at [ssparrow@ursinus.edu](mailto:ssparrow@ursinus.edu).





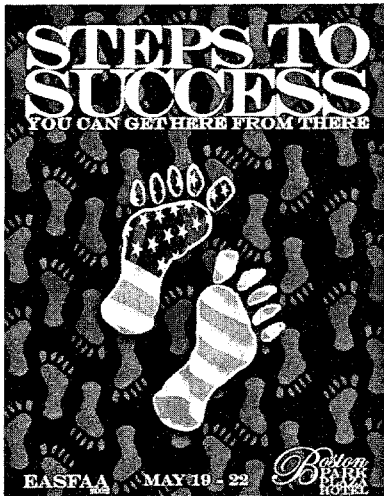
## EASFAA News

Submitted by  
Betty Davis  
EASFAA Liaison



The EASFAA Executive Council met at the Hotel Hershey February 17-19. EASFAA will hold its 2003 annual conference in Hershey at the Hershey Lodge and Convention Center and toured the facilities in planning for the 2003 conference. The 2004 EASFAA Conference site will be Providence, RI with more information to follow.

President Bob Shorb reported on his activities since the last EASFAA Council meeting. Past-President, Pam Gilligan covered the recent EASFAA election of officers. Pennsylvania is proud to have **Christine Zuzack**, Indiana University of PA, as President-Elect and **Ruth Cramer**, Dickinson College, as Secretary. Elena Garcia of American University of Puerto Rico will serve as Vice-President.



The 2002 EASFAA Conference will be held at the Boston Park Plaza Hotel Sunday, May 19 through Wednesday, May 22. Please check the EASFAA website for complete conference registration forms and details. The Conference Committee has planned an exciting program filled with sessions that are sure to attract the many diverse members of the association. A pre-conference workshop entitled, "Excellence Through Diversity: Celebrating our Past and Reshaping our Future," will be held Saturday, May 18, 11:30 am -4:45 pm. In addition, the committee has arranged to have three evening events that will highlight the best of Boston! PASFAA members are encouraged to book hotel rooms now.

The EASFAA Mentoring project provided one conference scholarship to each state to be awarded to a recipient selected by the EASFAA state. Pennsylvania has selected **Dana Parker**, West Chester University of PA, as the recipient. The purpose of the EASFAA Mentoring Scholarship is to encourage financial aid professionals in the EASFAA region to participate and become involved in EASFAA activities. The recipient will be provided with a free conference fee and three nights room at the conference hotel.

**Cate McIntyre**, chair of EASFAA's Training Committee, provided a list of sites for the Spring training activities. EASFAA's training in Pennsylvania was held on February 20 at Immaculata College and on March 4 at the Community College of Allegheny County – Boyce Campus.

EASFAA Council approved the 2002-2006 Long-Range Strategic Plan. The plan, written as a result of the recent EASFAA survey to its members, is a comprehensive plan leading to members' requests and needs and will be available on the EASFAA website.

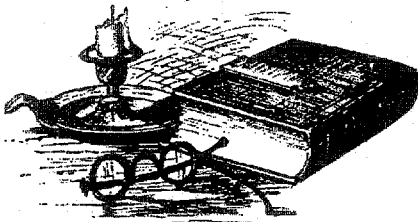
The Federal Relations Committee reported on its initial work on reauthorization. This committee will continue to update EASFAA members on issues and topics that need comment, support or change. Look to the EASFAA website for details on the Federal Relations Committee's activities.

As of February, EASFAA membership is at 1187 active members. Additional members are expected as a result of the EASFAA training activities held in late February and early March. Also, EASFAA has selected a new logo that will appear on future EASFAA materials, including the EASFAA website.



## "Dusting Off The Shelf"

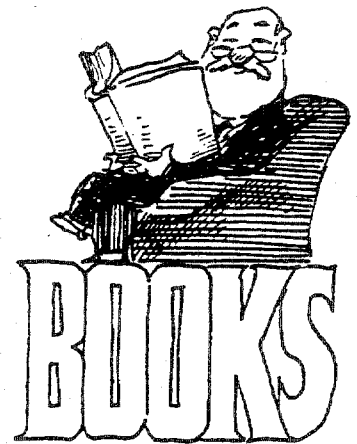
Submitted by  
David R. Smedley  
Newsletter Editorial Board



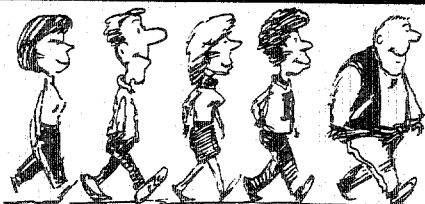
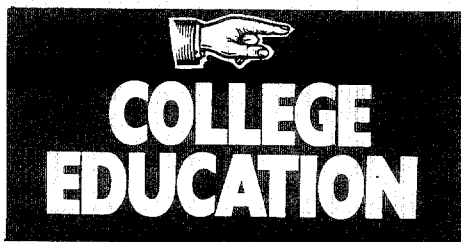
Several new books in the past year or so have highlighted issues of specific interest to those of us in the financial aid profession and bear noting. Annotated comments on a few I have read follow:

**Richard J. Light. *Making the Most of College: Students Speak Their Minds***  
(Harvard University Press, 2001) ISBN: 0-674-00478-7

An extremely interesting analysis by a Harvard professor of education that leans heavily on qualitative analysis in reporting on how students feel about their college experience in the classroom and in extracurricular activities. Unfortunately, it is devoid of any such analysis for how students interact with a college's administrative/student services units. The preponderance of student responses revolve around positive experiences with faculty and fellow students that engage the learning process not just in a cookie-cutter, antiseptic classroom format, but in what might be termed constructive engagement. Perhaps Harvard is not a case from which one can generalize (and Professor Light notes this), but nonetheless it would have been extremely interesting to read comments on how students dealt with the registration/bill payment/financial aid nexus.



**Ronald G. Ehrenberg. *Tuition Rising: Why College Costs So Much***  
(Harvard University Press, 2001). ISBN:  
0-674-00328-4



A very interesting overview of the "costs" of college – that is, how bricks and mortar, institutional advancement, investments, administrative and teaching, all add up to the "sticker price" of college and the problems that colleges face in the wake of heavy reliance on investments for budgetary sustenance. The author is a professor of industrial and labor relations, with previous experience as a vice president for academic planning, programs, and budgeting at Cornell. The study draws heavily on the author's experiences at Cornell, within the private institution realm, although he rightly notes that public institutions have an additional factor that private institutions do not necessarily have to deal with – the politics of state appropriations and appointments to Boards of Trustees.

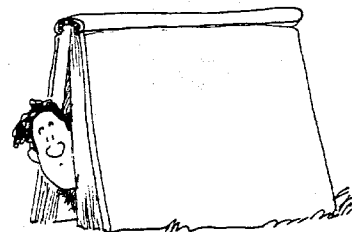
**Robert Birnbaum. *Management Fads In Higher Education: Where They Come From, What They Do, Why They Fail*** (Jossey-Bass, 2000) ISBN: 0-7879-4456-6

Venerable members of the profession will doubtless enjoy this somewhat quirky tome by the eminent professor of education at the University of Maryland at College Park. It is an extremely critical appraisal of how "management fads" such as PPBS, ZBB, and more recently, TQM and re-engineering, notoriously fail in higher education institutions because, according to the author, they were developed for political implementation in government and/or the private sector. It is a trenchant argument for cultural relativism as it relates to organizational structure within higher education institutions.



**James L. Shulman and William G. Bowen. *The Game of Life: College Sports and Educational Values* (Princeton University Press, 2001): ISBN: 0-691-07075-x**

Drawing upon the same database as that used for the controversial book, *The Shape of the River*, the authors present inferences about how college sports impacts student-athletes, during enrollment and afterward, and how it affects institutions. There is the usual concentration on issues such as Title IX, but the book is more than the typical polemical study that denigrates athletics as a curse on the academic bastion of the Academy (several of which have been released in the past year). The fact that it draws upon the database from the research for *The Shape of the River* makes it interesting.



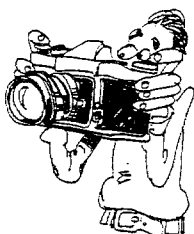
Finally, in the September 2001 issue of *The Atlantic Monthly*, two articles focused on college admissions practices, referencing several recent publications and which, therefore, might be of interest. You can download the entire article for free. See James Fallows, "**The Early Decision Racket**" (<http://www.theatlantic.com/issues/2001/09/fallows.htm>) and Caitlin Flanagan, "**Confessions of a Prep School College Counselor**" (<http://www.theatlantic.com/issues/2001/09/flanagan.htm>).

## We Saw You at...



### Two-Year Public Sector Meeting

(l to r) Cindy Haney, Crystal Karl, Donna Wilkoski, Brenda Coughenour and Jean Walker "show their support" for PASFAA President, Gary Means. (Photo by Mary Kosin)



### Nursing Sector Meeting

(l to r) Ginny Kopko, Susan Sweatt, Nancy Lohr, Tracey Wassel, Nora Boyle, Donna Scolieri, Adrienne Gerber, Donna Buccì, and seated, Patty Zink. (Photo by Dana French)

Thank you to the following sponsors who are providing generous support for PASFAA activities for the 2001-02 fiscal year. It is because of this support that PASFAA is thriving as an organization and able to create new initiatives for the benefit of all. We look forward to continued close work with each of these sponsors in the year to come.

**Platinum (\$8,000 and above):** AES/PHEAA, Educaid/First Union, Fleet Bank, Key Education Resources, Mellon Bank, PNC Bank, Sallie Mae

**Gold (\$6,000 - \$7,999):** AMS Education Loan Trust, Chase Bank, Citibank Student Loan Corporation, National City

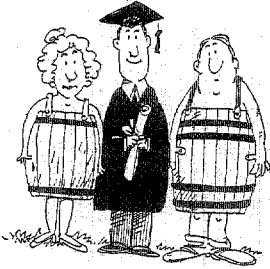
**Silver (\$4,000 - \$5,999):** M&T Bank, Nellie Mae

**Bronze (\$3,000 - \$3,999):** Bank One, Beneficial Savings Bank, CollegeCredit, Ed America, Suntrust Education Loans, Wells Fargo EFS



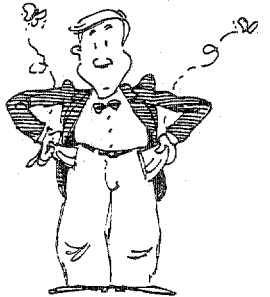
## Professional Judgment Tips

Submitted by  
Ambrose Price  
USA Funds Services



While the method for determining a student's need for federal aid is defined by law, the law also gives financial-aid administrators the flexibility to make individual adjustments based on the administrator's professional judgment. During USA Funds® Student-Loan Workshops, the Education Resource Center (ERC) provided guidance regarding professional judgment, including the following general information and tips:

- Students or their families may request consideration of the circumstances that they believe warrant a review of their financial need. It is not the responsibility of the aid administrator to generate a request on behalf of students or parents.
- Aid administrators must substantiate in the student's file all professional judgment decisions, with appropriate supporting documentation.
- For transfer students, bear in mind that professional judgments differ from school to school. A decision made by a financial-aid administrator at one school may not be the same decision made by an aid administrator at another school.
- To ensure consistency, a school's policy-and-procedures manual should contain detailed guidelines on the professional-judgment process.
- Special circumstances are conditions that differentiate an individual student from a class of students, rather than conditions that exist across a class of students.
- An aid administrator has the authority to request and consider supplementary information from the student or family member when making a professional-judgment decision.
- Aid administrators may not use professional judgment to make an otherwise-ineligible student eligible. For example, a financial-aid administrator may not use professional judgment to waive general student-eligibility criteria for an ineligible noncitizen.
- The U.S. Department of Education does not permit the consideration of expenses related to post-enrollment activities as part of a student's cost of attendance. For example, professional licensing-examination fees are not costs to include in a professional judgment decision.



## Notable Quotes

*"To give away money is an easy matter... and in any man's power. But to decide to whom to give it, and how large and when, for what purpose and how, is neither in every man's power nor an easy matter. Hence, it is that such excellence is rare, praiseworthy and noble."*

Aristotle

*"A man who has never gone to school may steal from a freight car, but if he has a university education he may steal the whole railroad."*

Teddy Roosevelt, 1907

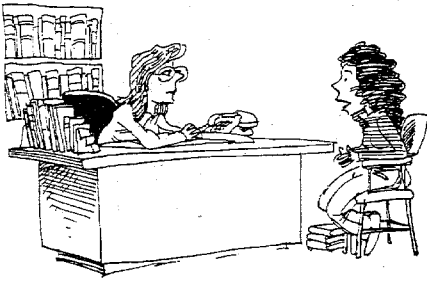
*"Education is our passport to the future, for tomorrow belongs to the people who prepare for it today."*

Malcolm X

The "What Would You Do?" series explores situations involving professional judgment, an ethical question or other sticky issue. Send suggestions for future topics to the editor.

## What Would You Do?

Submitted by  
Judith Rile  
Newsletter Editorial Board



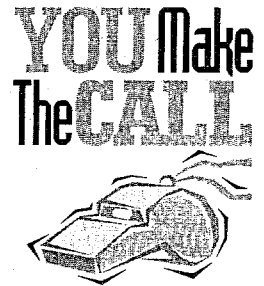
The college has a policy of denying the student the chance to pre-register if the current bill is not paid in full. If there is still a balance due at the beginning of the next semester, and no payment arrangements have been made with the institution, the student is not permitted to register for classes, attend class or even move back into the residence hall.

One of your students has not paid anything on her account, and owes the institution about \$12,000 for tuition and room and board costs. Her financial aid package meets her financial need in full; this sum basically represents "the family contribution". Despite your numerous attempts to help her identify ways to pay this balance, she has not followed through on any paperwork for alternative loan applications or private scholarships. Now, the second semester has started, and she has been told that she is not allowed to attend classes nor can she access any campus services, including housing and meals, because of this outstanding balance.

First thing this morning, you are confronted by two faculty members who accuse you of harassing this student and upsetting her to the point that she is not participating in class. These faculty members are shocked that the institution would treat a student this way and are demanding that you do something to "right" the situation. They are afraid that she will leave the institution and don't want to lose this "exceptional student and scholar".



Of course, you cannot disclose any financial information about this student. In vague terms, you can indicate that a student can only receive need-based funds up to the amount of need, and since this student's financial need is met, the options are limited. You try to explain that there are regulations that must be followed, but your statements fall on deaf ears. What you want to say is that the family can afford to pay but is choosing not to, but you can't. You also see that she has already failed one course, and has several incompletes for the just-completed semester.



What do you say? How much can you disclose to make the facts accurate? *What would you do?*



**See You in  
New Orleans  
at the NASFAA  
Conference  
July 21-24, 2002**

# School Vouchers and Federal Subsidies

## Notes on Developments in the Field

Submitted by  
David R. Smedley  
Newsletter Editorial Board

In Late February, the United States Supreme Court heard oral arguments in the case of *Zelman v. Simmons-Harris*, the case involving school vouchers in the city of Cleveland, Ohio. One of the extant questions involves whether a governmental entity can provide subsidies for the purpose of attending private schools that have religious affiliations. Of course, on the post-secondary education side, there is already an established experience with this in the form of Federal Pell Grants, the portable Federal entitlement grant that goes with the student wherever he or she decides to enroll, depending, of course, on his/her enrollment status, expected family contribution, and the school's cost of attendance. In some ways, the Federal Pell Grant could serve as a model for a school voucher system at the elementary/secondary education level.



I serve as director of financial aid at an institution that is an organizational trinity: a middle school (grades 7 and 8), a high school (grades 9 through 12), and a two-year transfer college (first and second years of college). One of the real misnomers of private elementary/secondary schools is that they are uniformly all expensive and that they do not offer any forms of financial aid. In fact, many private, independent schools have financial aid programs, and they largely mirror institutional financial aid at the post-secondary level with an array of merit-based academic and performance scholarships.

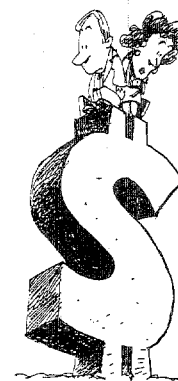


You might be surprised to know that many private, independent schools utilize need analysis in the course of rationally allocating their institutional financial assistance funds – my school uses the independent school need analysis serve of the School and Student Service for Financial Aid, which is owned by the National Association of Independent Schools (NAIS). In the same way that fellow college financial aid officers slave over verification documentation, many private, independent schools work through variations between information filed on the Parent's Financial Statement (PFS) with completed tax return information, thus

affecting the family's expected contribution towards the child's private school education. It is somewhat electronically-based, with downloading of application data available on diskette or through internet connection, but it has not gotten as detailed as the college side has been with the changes in the US Department of Education's spaghetti bowl of database systems and hardware requirements. But it's close.

The main difference is that at the private, independent school level, admissions officers often serve a dual admissions/financial aid role, thus blurring the line between what we do in the "awarding and disbursing functions", as required by the Title IV administrative capability mandates. Hence, I have observed a great deal of angst and confusion amongst private school representatives about what need analysis is, and how to best utilize it to help the school leverage institutional recruitment and retention.

The policy and political issues inherent with school vouchers notwithstanding, I am more concerned with what would happen if a school voucher plan is upheld by the US Supreme Court. One possibility could mean the development of a whole new field to student financial aid with the mandating of the separation of awarding and disbursing functions at the elementary/secondary levels, too – with accounting and reconciliation procedures similar to that which those of us on the college side have had to deal with for many years. This would not only potentially impact private schools themselves, but could have residual effects on lenders who do business in the elementary/secondary loan markets as well as the payment plan market for independent schools. It seems to me that the school voucher case may be an exciting opportunity for the development of a new facet of financial aid administration, and in my view, we in the profession should be keeping a close eye on developments and develop strategies to help mentor fellow colleagues on the elementary/secondary recruitment side on our experiences in the field.

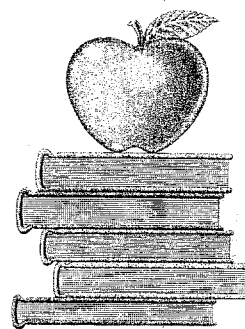


I am putting together a proposal for a session at next year's NAIS conference in NYC



tentatively entitled, "Financial Aid Strategies: Lessons for Independent Schools from Post-Secondary Experience." I would love to entertain any ideas you may have on this – and perhaps even have a few colleagues to join me in the proposal. The coffee and donuts would be on me! Email me at [dsmedley@vfmac.edu](mailto:dsmedley@vfmac.edu).

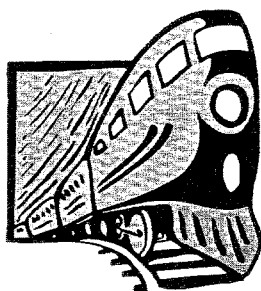
*Postscript: I am also working on a presentation for the annual conference of the Pennsylvania Association of Two-Year Schools on "The Organization of Title IV Regulatory Compliance in Pennsylvania Two-Year Schools". I am specifically interested in knowing how two-year public, private, trade and medical schools organize Title IV mandates (who does what and where are they organizationally housed) for things such as SSCR, Enrollment Verification in general, VA Benefits, Voter Registration dissemination, and stuff not necessarily directly related to financial aid. Although I am working on a survey instrument, don't wait to get it: email me with your thoughts and ideas, please!*



## 2002 PASFAA Conference Planning Underway

**"Get on Board the PASFAA Express!"**

Submitted by  
Elizabeth McCloud  
2002 Conference Committee



All Aboard! The PASFAA Express is coming to town, Chocolatetown that is, for the 2002 PASFAA Conference from October 20-23, 2002 at the Hershey Lodge and Convention Center in Hershey, PA. Information about the Lodge and Convention Center can be found at [www.hersheyloodge.com](http://www.hersheyloodge.com).

This year's conference will feature six "tracks" that participants can follow: Experienced, Graduate and Professional, Loan, Novice, Professional Development, and Technical. Of course, participants will also be welcome to "jump the tracks" and attend sessions from a combination of areas!



The 2002 Conference Committee



Conference planning is underway.

The 2002 Conference Committee is hard at work planning a fun and informative conference. If you have recommendations for conference sessions, activities, or other stops along the line, or if you would like to be a conductor at one of the stops, please contact a committee member listed below. Watch for upcoming announcements regarding the 2002 PASFAA Conference and mark your calendar now to buy a ticket for October 20-23, 2002. You won't want to miss this train!

Cindy Haney (Chair)  
Joetta Bradica  
Nancy Chalker  
Denise Coulter  
Rick Heckman  
Vonnice Hunter  
Elizabeth McCloud  
Michiale Schneider  
Nancy Skobel  
Donna Wilkoski

Montgomery County Comm. College  
Penn State College of Medicine  
Citizens Bank  
Univ. of PA School of Nursing  
Dickinson College  
Indiana University of PA  
Elizabethtown College  
Chase Manhattan Bank  
California University of PA  
Bucks County Comm. College

[215-641-6565 chaney@mc3.edu](mailto:chaney@mc3.edu)  
[717-531-4103 jbradica@psu.edu](mailto:jbradica@psu.edu)  
[570-735-5360 chalker.n@mellon.com](mailto:chalker.n@mellon.com)  
[215-898-8157 dcoulter@nursing.upenn.edu](mailto:dcoulter@nursing.upenn.edu)  
[717-245-1308 heckman@dickinson.edu](mailto:heckman@dickinson.edu)  
[724-357-3291 vonnie@grove.iup.edu](mailto:vonnice@grove.iup.edu)  
[717-361-1302 mcclouek@etown.edu](mailto:mcclouek@etown.edu)  
[419-478-8871 mschneider@edfirst.com](mailto:mschneider@edfirst.com)  
[724-938-4415 skobel@cup.edu](mailto:skobel@cup.edu)  
[215-968-8206 wilkoski@bucks.edu](mailto:wilkoski@bucks.edu)

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## PELA News

Submitted by  
Dana French  
National City



Pennsylvania Education  
Lenders Association

PELA members started the new year off with a meeting on January 31, 2002 at PHEAA in Harrisburg. Housekeeping issues as well as several guest speakers comprised the agenda. A variety of topics were covered during the meeting. Stephen Clemente was named as the new PELA webmaster. Stay tuned for upgrades to the PELA website. There will be new links to lenders and ways to communicate or order supplies from PELA members. Sharon Murray, Jim Bott, Janet DeCarlo, Nancy Chalker, Jason VanSickle, Deb Cross and John McKenna are currently working with Stephen on this project.

Nominations for the offices of President, Secretary, and Member-at-Large will take place at the April meeting. Nomination forms will be distributed at that meeting with the election taking place in July.

PELA was fortunate to have Kathleen McGrath from the Pennsylvania Department of Treasury as a presenter for the TAP program. The program has undergone many changes through the years and currently has over 73,000 accounts valued at \$324 million dollars. Ms. McGrath reviewed the current program rules and updated the members on a new savings vehicle to be rolled out in the near future. She was able to clarify many of the questions that parents and students have about the programs and their effect on financial aid.



John McKenna, PELA President, listens to a colleague at the 2001 PASFAA conference.

James Corrigan, Assistant V.P. of State Grant programs, provided an overview of the Nursing Loan Forgiveness program. The program was enacted last summer with \$3 million dollars that was part of the state's tobacco settlement. Students who graduated after July 1, 2001, receive their RN license and get a full time nursing job are eligible to have 50% of their indebtedness paid over three years. (LPNs are not eligible.) The program is expected to exist for the next three years. The deadline to apply for benefits will probably be extended due to the low number of applications to date.

Nancy Chalker volunteered to act as both the PELA and lender liaison to the PASFAA Conference committee.

PELA is proposing to send out invitations to school sector representatives to join the group at future meetings. If the sector representatives cannot attend, PELA would like them to send a representative in their place. The representative would be asked to spend about two hours with the group and not expected to attend the entire meeting. PELA members would like to hear directly from the representatives what their needs are and how PELA can assist them.

The next meeting is scheduled for April 18 in Pittsburgh at National City Center. More information and directions will be forthcoming to members in the near future.



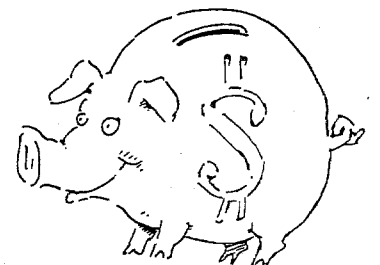
PELA members (l to r) Linda Pacewicz, Vince Papale, and Dan Wray are all smiles.

## Finance & Development Committee

Submitted by  
Ruth K. Cramer  
Finance & Development Committee Chair

The Finance and Development Committee met February 1 at the Dixon University Center in Harrisburg. Topics of discussion included this year's increase in the conference late registration fee from \$5 to \$25, which appears to have played a part in reducing the number of late registrants; reporting of in-kind support (important so that PASFAA can get a true sense of what it takes to run the Association each year) and review of the vendor/sponsor surveys turned in after the annual conference.

The last meeting for the F&D Committee will be May 7, 2002 with the focus on conference and budget preparation.



## PUBLIC TWO-YEAR SECTOR

*Submitted by  
Mary Kosin  
Public Two-Year  
Sector Representative*

Greetings! The public two year sector will hold its spring meeting on April 18 and 19 at the Clarion Hotel and Conference Center in Carlisle. The agenda is always brimming with exciting and stimulating financial aid issues (okay, maybe not exciting!). This is your chance to share problems and most of all, solutions. This group is very willing to share knowledge, offer assistance, and sometimes just listen. When I became the Director at Luzerne County Community College, I knew nothing about the two-year world, and believe me, we have our unique issues. If it were not for these meetings and especially help from Cindy Haney, Fran McKeown and Donna Wilkoski, I would still be lost in the Federal Student Aid Handbook. For someone new to the financial aid arena, this group is a lifeline!

Brenda Coughenour of Cambria County Area Community College says, "From the meetings, I have gained a wealth of information regarding rules and regulations that govern financial aid, as well as insight handling day-to-day operations of a financial aid office from my peers, the veterans. Also, the topics and information addressed at the meetings have proven to be very instrumental in the daily performance of the CCACC Financial Aid Department."

I will send an e-mail reminder to make your room reservations and request for agenda items in the next few weeks. Have a good semester!

## BUSINESS, TRADE & TECHNICAL SECTOR

*Submitted by  
Rhonda Moore  
Business, Trade  
& Technical  
Sector Representative*

Greetings to all members of the B, T & T Sector. If you have not done so already, encourage your students to file their 2002-2003 FAFSA applications over the web @ [www.fafsa.ed.gov](http://www.fafsa.ed.gov).

As mentioned in the last issue of the newsletter, I would like to schedule a meeting for the members of the B, T & T Sector to discuss concerns relating to our sector. We must inform PASFAA how it can be of assistance to our sector in training and in the daily operations of our departments. Your input is needed! Since most of our issues are similar, it would be helpful for us to come together and provide PASFAA council with ideas that may streamline the administration of Financial Aid in our departments. Please take a few minutes to respond to this request.

Please contact me by phone at (215) 568-9215, ext. 314 or by e-mail at [rmoore@mcc2000.org](mailto:rmoore@mcc2000.org) with your suggestions for possible meeting times and locations. If you are unable to attend a meeting, e-mail me with your comments or suggestions, and I will submit them to PASFAA council.

I am honored to represent our unique sector and look forward to hearing from you. Have a safe and pleasant season. I hope to see you at the Spring Training Seminars.

## INSTITUTIONAL SUPPORT SERVICES SECTOR

*Submitted by  
John McKenna  
Institutional Support  
Services Sector  
Representative*

At a recent PASFAA Executive Council meeting, it was brought to my attention that many of the ISS Sector members who had been PASFAA members in 2000-2001 had not registered as members for 2001-2002. Please check your PASFAA registration with your organization. I will attempt to contact many of you to renew your membership.

Thanks to PHEAA and its staff for hosting our meeting on January 31 in Harrisburg. For 2002, Sallie Mae and PHEAA have offered to hold the PELA meetings at their sites. We have added a Western Pennsylvania location for our next meeting. National City Bank has offered to host our meeting schedule on April 18. We will survey Financial Aid Offices to determine whether they would like to attend PELA meetings. If the response is positive, we will invite the PASFAA Sector Representatives or their designee to our future meetings. This is expected to occur during the third quarter.

PELA Lenders are working diligently on a new look in 2002. All PELA representatives have been instructed to review their Alternative Loan data which will be updated on the web site by March 31. The individual lender representatives will make the necessary changes to their alternative loan information. Whenever there is a change made to the products of a Lender organization, you will see these changes updated immediately. Your lender representative is responsible for the accuracy of the information. There will be no guessing concerning terms and rates.

You can now go to the PELA website and link directly to the lender's homepage to view all the products and services that they offer. In a few weeks, you will see the individuals on our site that represent a particular lender. Click on the name of your lender rep, 'Wanna B. Student,' e-mail them, order supplies or brochures. All lender and representatives will be located at one site: [www.pelalenders.org](http://www.pelalenders.org). If you have comments or ideas on how to improve our site, please go to the site and e-mail John McKenna or Sharon Murray, who will pass your ideas onto our Webmaster.

## INSTITUTIONAL AT-LARGE SECTOR

*Submitted by  
Margaret Hynosky  
Institutional At-Large  
Sector Representative*

I am still amazed, after all these years, on how our members look out for each other. Whether we volunteer to write an article for the Newsletter, serve on a committee or be a registrar at a high school guidance counselor workshop, we are helping each other by making our profession better.

If you are thinking about volunteering in the future, but need that "extra little push," seek out a colleague that has been active in PASFAA and get the low down. If you don't know anyone who has volunteered, contact me. Want to help out in another way? Contact a colleague who is not a PASFAA member and encourage them to join. Happy packaging to all.

## STATE SYSTEM of HIGHER EDUCATION SECTOR

*Submitted by  
Patty Hladio  
SSHE Sector  
Representative*

Hello SSHE sector members! Please mark your calendars for April 24-26, 2002 to attend our annual spring meeting that will be held at the Heritage Hills Resort & Conference Center in York, PA. For those of you who haven't had the opportunity to attend in the past, this meeting is an excellent opportunity to share common experiences and concerns, to learn from each other and to foster greater community among our sector members. If you have suggestions for agenda items, please contact me at 724-738-2220 or at [patty.hladio@sru.edu](mailto:patty.hladio@sru.edu). Expect some of the agenda items to include the shared administrative system, reauthorization issues, and as always, various loan issues.

The PASFAA Membership & Elections Committee met recently and began to discuss ways to increase both membership and participation. If you have any ideas relating to this topic, especially as they relate to our sector, please let me know and I will pass them on to the committee. I want to applaud those of you who are already volunteering in PASFAA. The SSHE sector is well represented in the Association, and I hear from many of you that through the volunteer experiences you often gain even more than you give.

I hope all of you are experiencing a smooth transition into the 2002-03 award year. The momentum has begun so take care and enjoy Spring.

## STATE-RELATED SECTOR

*Submitted by  
Robert Snyder  
State-Related  
Sector Representative*

By now spring classes are well underway and many of you are turning your attention to 2002-03. While preparing for the upcoming academic year, I am sure many of you have been watching to see what word comes out of Harrisburg as far as the state funding for higher education and Washington, DC on the funding for the Federal Pell Grant.

If you are not a PASFAA member, please visit the PASFAA web site at [www.pasfaa.org](http://www.pasfaa.org) to learn more about the organization. A membership application can be downloaded from this site. PASFAA has some training opportunities that you may want to look into. They will be offering the annual spring training on April 2 in Valley Forge and April 10 in Monroeville. More information is in this newsletter. And don't forget to mark your calendar for the fall conference, which will be held October 20-23 at the Hershey Lodge.

If there is any issue that you would like me to present at the April 8 PASFAA Council meeting, please do not hesitate to contact me via e-mail at [rms5@psu.edu](mailto:rms5@psu.edu) or via phone at 814-863-0507.

## NURSING SECTOR

*Submitted by  
Tracey Wassel  
Nursing Sector  
Representative*

Happy Spring to one and all! It's that time of year again, spring flowers, birds, Girl Scout cookies and financial aid packaging; not to mention the cloud of reauthorization on the horizon! As we start our 'knuckles to the grindstone' season, remember to allow laughter to be your friend and savior. So what if your director thinks you have gone off the deep end. Let them wonder! Nursing is in full demand once again so our offices are very full and very active this time of year.

Please contact me with any issues you would like to lay on the table about reauthorization. This is the time to make your concerns or wishes known. Don't sit back quiet now to grumble later. Issues I feel need attention include loan limits and 30-day delay. Let me know your thoughts.

I have moved on to another school within the sector. Feel free to contact me at (412) 784-4993 or by email at [wasselta@msx.upmc.edu](mailto:wasselta@msx.upmc.edu) or [traceywassel@hotmail.com](mailto:traceywassel@hotmail.com). Have a happy spring and a safe packaging season, free of paper cuts that is!

## PRIVATE SECTOR

*Submitted by  
M. Clarke Paine  
Private Sector  
Representative*

The Private Sector met December 19 at Elizabethtown College. The morning began with the PHEAA Grant program and the equity of funding distribution between the various sectors (private, state-owned, state related, community college, proprietary). Dr. Donald Francis, President of Association of Independent Colleges & Universities of PA, gave an overview of AICUP and what AICUP achieves on behalf of the private colleges of Pennsylvania. Mary Young, Government Relations Director, gave an update of the lobbying efforts of AICUP and what is happening politically within the state. Ron Uroda, Director of Research, provided a historical perspective of the PHEAA Grant program from AICUP. Ron Uroda showed the Private Sector losing some of the overall percentage of PHEAA Grant funding to the other sectors.

PHEAA presenters for the morning were Mary Beth Kelly, P. Vincent Racculia, and Brian Lafer. Vince Racculia gave an overview of PHEAA and its efforts and programs. PHEAA stated that they were concluding some of their own research that they would share with us when we meet again.

Liz Rihl Lewinsky, Arcadia University, and Bill Burke, at the University of Scranton, updated the group on their experiences as NCAA Division III test sights for the new auditing procedures. They provided a copy of the audit model and an estimate of their time commitment and associated costs of completing the audit. There is still confusion on the standards to be used and the concern of how the NCAA is going to handle all of the schools when the audit is required from all schools.

There was some discussion at length about the SAGE and Tuition Plan programs. Concerns were shared that some of the provisions of the programs have changed that aid officers may not be aware of. Increased alternative loan borrowing was also discussed and how each school is addressing the situation.

The group would like to get together again at the end of May. If you have any topics for discussion, please contact Clarke Paine at [paincmc@etown.edu](mailto:paincmc@etown.edu) or 717-361-1404.



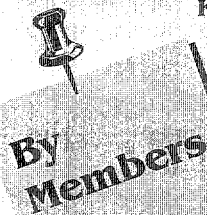
## FROM THE EDITOR'S DESK

My office is being remodeled. The contractors have dismantled and removed the cubbies and are replacing them with glass-fronted walls and real doors. The worn out carpeting is gone and the new Berber tweed is inviting underfoot. Our new guest chairs sport beautiful brocade covers and welcome visitors to sit comfortably. At this time of spring renewal in nature, it's rather fitting that, here in my office, we are also being "renewed." I hope that you too will acquire a sense of renewal – open your eyes to fresh possibilities, see the opportunities a new attitude brings and feel a rejuvenated sense of commitment to the students we serve. Is it time for "remodeling" in your office too?

*Joan L. Holleran*

Joan L. Holleran  
PASFAA Newsletter Editor

## PASFAA BULLETIN BOARD



**Ken Brown**, Elizabethtown College, and wife, Lorena, won't forget Christmas 2001. Their first child, Owen William Brown, arrived at 3:45 am Christmas morning. Baby Owen weighed in at 8 lbs. 14.5 oz., 21.5 inches long.

**Tracey Berton**, Ursinus College, and husband, Jason, are the proud parents of a new baby boy, Jacob Richard Berton, born on January 8 at 11:20 p.m. and weighing 8 lbs. 1 oz., 21 inches long.

**Sandy Cronin**, Point Park College, and husband, Jeffrey, welcomed baby Jeffrey Jr. on January 15 weighing in at 8 lbs. 12 oz. Jeffrey, Jr. joins big sister, Sara, at home.

**Tracey Wassel**, formerly at Citizens School of Nursing, has taken a position with UPMC St. Margaret Memorial Hospital School of Nursing as Financial Aid/Admissions Administrator.

Condolences to the family of **Nick Borelli**, former director at St. Margaret School of Nursing, who passed away on December 20, 2001.

**Vince Racculla**, AES/PHEAA, has been promoted to Executive Vice President from Senior Vice President.

Get well wishes go out to **Cate McIntyre**, AES/PHEAA, who is recovering from foot surgery.

**Patti McCarthy**, Indiana University of PA, has been promoted to Associate Director of Financial Aid and **Vonnie Hunter**, also at IUP, was promoted to Assistant Director of Financial Aid.

Widener University welcomes **Kay Smith** as the new Work Study Coordinator.

**Brian Blackburn**, Widener University, is on the mend after having surgery. Hope you're feeling better, Brian!

Congratulations to **Sherry Youtz**, Thompson Institute, whose first grandchild, Isaac Karl Fox, was born to daughter, Jodi, and husband, Peter Fox. Baby Isaac arrived February 1 and weighed in at 6 lbs. 14 oz. and was 18 3/4 inches long.

**Dwight Horsey**, Millersville University of PA, has been named Interim Assistant V.P. for Student Affairs. Also at Millersville, **Kendra Shoemaker** has moved from Assistant Director to Interim Director of Financial Aid. **Dawn Upton** was hired as Loan Coordinator and **Kimberly Fletcher** is Acting Assistant Director for Scholarships.

**Dan Wray**, formerly with Sallie Mae, has accepted a position as Regional Director of Business Development for College Loan Corp.

**Margaret Barton** has been appointed Director of Financial Aid at the Allegheny Campus of CCAC.

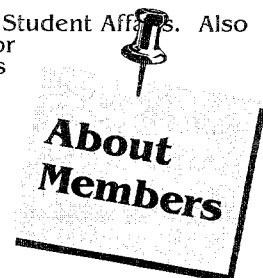
**Christine Zuzack**, Indiana University of PA, has been elected as EASFAA's President-Elect and **Ruth Cramer**, Dickinson College, will serve as Secretary.

Condolences to **Jack Pergolin**, retired from St. Joseph's University and with J. Wood Platt Caddie Scholarship program, whose mother passed away February 18.

**Mary Gazal**, formerly at Westmoreland County Community College, is the new Assistant Director of Financial Aid at Point Park College.

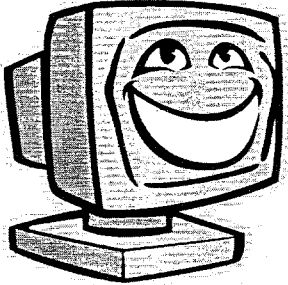
**Shawnickqu  T. Kent**, formerly at Valley Forge Military Academy & College, resigned in order to return to school through the accelerated degree program at Chestnut Hill College to earn her bachelor's degree.

**Dana**, National City and Jack **French**, along with big sister, Jordan, announce their newest arrival, Natalie Ashton, born March 13.





## A Poem for Computer Users Over 30



A COMPUTER was something on TV  
From a science fiction show of note.  
A WINDOW was something you hated to clean,  
And RAM was the cousin of a goat.

MEG was the name of my girlfriend.  
And GIG was a job for the night.  
Now they all mean different things,  
And that really MEGA-BYTES.

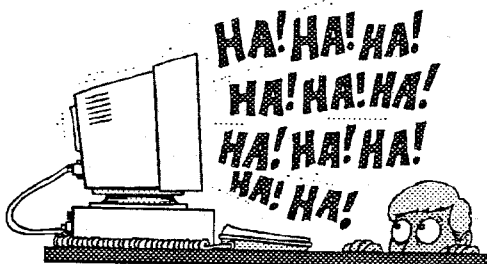
An APPLICATION was for employment.  
A PROGRAM was a TV show.  
A CURSOR used profanity.  
A KEYBOARD was a piano.

MEMORY was something that you lost with age.  
A CD was a bank account.  
And if you had a 3 1/2 INCH FLOPPY,  
You hoped nobody found out.

COMPRESS was something you did to the garbage,  
Not something you did to a file.  
And if you UNZIPPED anything in public,  
You'd be in jail for awhile.

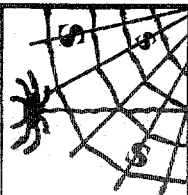
LOG ON was adding wood to the fire.  
HARD DRIVE was a long trip on the road.  
A MOUSE PAD was where a mouse lived.  
And a BACKUP happened to your commode.

CUT you did with a pocket knife.  
PASTE you did with glue.  
A WEB was a spider's home.  
And a VIRUS was the flu.

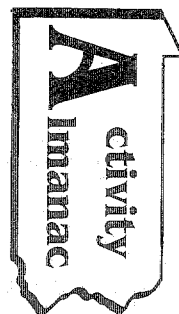


I guess I'll stick to my pad and paper  
And the MEMORY in my head.  
I hear nobody's been killed in a computer CRASH,  
But when it happens, they wish they were dead.

Author Unknown



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



**April 2002**

April 2  
April 10

**PASFAA Spring Training Seminars**  
Hilton, Valley Forge  
Holiday Inn, Monroeville

**April 2002**

April 5  
April 10  
April 16  
May 22-24  
TBA

**NASFAA Spring Training Workshops**  
Bryant & Stratton, Albany, NY  
Rensselaer at Hartford Seminar Hall, Hartford, CT  
Franklin Park Conservatory, Columbus, OH  
Bertram Inn, Aurora, OH  
Briarcliff College, Bethpage, NY

**May 19-22, 2002**

**EASFAA 2002 Conference, Boston, MA**

**June 10-14, 2002**

**Don Raley Institute ( for New Aid Administrators), Dickinson College**

**June 12-14, 2002**

**Financial Aid Basics (for Non Financial Aid Personnel), Dickinson College**

**July 21-24, 2002**

**NASFAA 2002 Conference, New Orleans, LA**

**October 20-23, 2002**

**PASFAA 2002 Conference, Hershey Lodge**



**650 PASFAA Newsletter**  
**Financial Aid Office**  
**Kutztown University**  
**Kutztown, PA 19530**

