

PASFAA

Pennsylvania Association of Student Financial Aid Administrators

NEWSLETTER

SUMMER 1996

VOLUME XXIX



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28th Annual
Conference
Split Rock Resort
October 6-9, 1996

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1995-96 PASFAA EXECUTIVE COUNCIL

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Editor Excerpts

1. NEWSLETTER EDITORIAL BOARD FOR 95-96

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2. PUBLICATION SCHEDULE

Articles, position openings, or newsworthy items can be submitted to any of the Board members according to the following publication schedule:

Fall 96 issue:	articles due July 15
Winter 96 issue:	articles due December 1
Spring 97 issue:	articles due February 15
Summer 97 issue:	articles due June 1

3. IMPORTANT MESSAGE

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

Pasfaa Potpourri

1. MOVING OR CHANGING POSITION? PASFAA membership belongs to the individual and not your institution. All changes in name, address, or title should be submitted to Georgia Prell, Financial Aid Office, East Stroudsburg University, East Stroudsburg, PA 18301. This is where our membership list is maintained.
2. 1995-96 PASFAA COMMITTEES
Government Relations Donald S. Shade
Membership and Elections Christine A. Zuzack
Professional Standards and Training George J. Walter
Public and Professional Information Bonnie L. Behm
1996 Conference Fran McKeown
1996 Hotline Marykay McCaughan
3. MEMBERSHIP IN PASFAA
Subscription to the PASFAA Newsletter is included in your yearly membership fee. Contact Christine A. Zuzack, IUP for information about 1995-96 PASFAA membership.
4. LETTERS TO THE EDITOR
Do you have an opinion to share? Do you have a question to ask? Do you want to vent your frustrations? Do you wish to send a message to the readership? Do you wish to share an anecdote? If you have answered yes to any of the questions above, then :

send your letters to: Joyce M. Ballaban, Editor
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All letters must be signed and we reserve the right to condense or edit if necessary.

LETTER FROM THE PRESIDENT

Dear PASFAA Colleague,

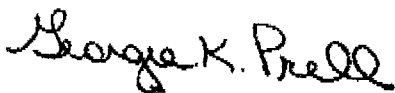
Spring has always been regarded as a time of revitalization, growth and change. For those of us in the financial aid profession, change is something we expect. Nothing stays the same for long. We are at a time of year which reminds us of the primary purpose of our work. We help guide parents and families through the maze of forms, applications and paperwork necessary for them to accomplish the primary objective of paying for their education. Although technology has changed the way we process financial aid, the essential task remains the same • helping provide access to education.

This spring, in addition to performing our regular responsibilities, we have a new loan program in Pennsylvania which has caused confusion for families and frustration on the part of lenders and some aid administrators. At the council meeting held on May 19th and 20th in Harrisburg, many concerns about the new Keystone Direct Loan Program were expressed to PHEAA. Concerns which were expressed were the notification and timing of this program. PASFAA Council had met with PHEAA on April 15th in Harrisburg and there was no mention of this program. Further concerns were the way in which this loan program was marketed and the advantage PHEAA had with mailing out the loan applications from the FAFSA. Council was distressed over the way lenders had been treated in this process and the potential destruction of the partnership between PHEAA, the lending community, and the aid community which had been developed over a number of years. We expressed concern over the abolition of the one lender rule as it pertains to this program. Additionally, it seems that rumors regarding how this loan evolved and from whom along with other particulars were running rampant. Mr. Hershock, President and CEO of PHEAA, spent approximately two hours with Council listening to our concerns and giving us the background and details of the program. I have asked that Mr. Hershock please formulate a letter with the same type of information for the general membership. His letter is included in this newsletter. I think it is important to note that Council did not endorse or reject this loan program. Council expressed its' concerns but recognized that each individual institution would have to review this program along with other programs to determine what is best for their students.

Concerning other matters, I am pleased to report that all four constitution and by-law changes were approved. The proprietary sector has been expanded and is now the Business, Trade and Technical sector. Our fiscal year now runs July 1 through June 30 and the two additional council positions have been approved: the membership -at-large and the Institutional Support Services.

Finally, members of the 1996 Conference Committee are hard at working preparing for our annual conference to be held at the Split Rock Lodge. I thank Fran and her committee for all of their hard work and anticipate that their dedication will ensure us one of the best conferences ever.

Sincerely,



Georgia K. Prell
President

PASFAA Ad Hoc Technology Committee is Formed

submitted by: Greg Gearhart
Messiah College

Tech-nol-o-gy; n., pl. -ies The totality of the means employed to provide objects necessary for human sustenance and comfort.

Hardly anyone who works in an office these days doesn't have some contact with computers and this is particularly true of the financial aid office. These days, when financial aid administrators get together, it seems that we hear as much talk about Title IV WAN, EDEExpress, file formats, etc. as we do about Pell Grants, Stafford Loans, and need analysis formulas. The reason for this is that technology, mainly in the form of computers, is a necessity if we are to continue to do our jobs well. Just about every FAA will tell you that the requirements of their job have increased exponentially, but the number of people working in their office has not. If we are to accomplish our assigned tasks, we need some help from those little boxes sitting on our desks. In this way, technology certainly does provide the financial aid administrator with the sustenance and comfort needed to maintain sanity in a rapidly changing work environment. But, most of us also know that learning how to use computers and getting them to work in ways that provide this comfort can cause us to lose as much sanity as the computers can ultimately save. Few financial aid offices have dedicated computer support and this means that, even though few FAAs have formal training in technology, the FAA often has to be a tech support person as well as an administrator.

Well, help is on the way. The goal of the recently formed *PASFAA Ad Hoc Technology Committee* is to provide financial aid administrators with information on how technology can help them to do their jobs better, what technologies are available, and how to use these technologies. The committee has met twice so far and has discussed some very exciting possibilities including:

- * Creation of a PASFAA homepage: plans for this are underway and we hope that it will eventually include such things as job openings, lists of committee members and meeting minutes, lists of association officers, upcoming events, links to other FA related home pages, and many other useful items ;
- * Creation of a discussion list for Pennsylvania schools: this was decided against since there are already several national discussion lists which can be used and schools wishing to direct a question to a specific state can simply specify this in the message heading;
- * Having more technology vendors at the PASFAA conference: this is under investigation;
- * Providing technology related training at the PASFAA Conference: For the 1996 conference, several sessions are being planned on topics such as the history, purpose and use of the Internet/World Wide Web, financial aid related resources on the Internet/World Wide Web, and how to talk to your technical support people.

A survey of technology needs within PASFAA has just also been completed. Look for the survey results in the next PASFAA Newsletter. The committee wants to hear your ideas for technology related resources and training that PASFAA can provide.

The members of the committee are:

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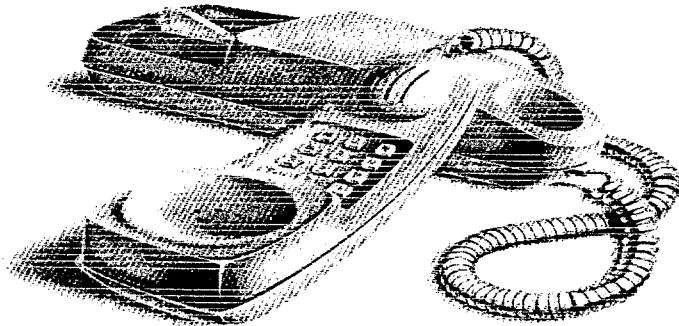
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Public Two-Year Sector Report

*submitted by: Jean Walker
BCCC*

The Public two-year sector met at the Best Western Crown Park Hotel in Harrisburg, PA on Wednesday, April, 24 and Thursday, April, 25. The following personnel changes were noted: Steve Cassel, formerly of Northampton Community College, has accepted a position at Moravian College. Mike Macon has been promoted to the position of Vice President of Students at Community College of Beaver County, and Doug Mahler, formerly of Robert Morris College, has been named the Director of Financial Aid at CCBC. Congratulations and best wishes to all in these new positions!

Throughout the two days, the group held roundtable discussions on issues relevant to our sector including ability to benefit, late disbursement issues, and Reauthorization. Those in attendance were given updates concerning Executive Council activities, Conference '96, and Government Relations.

Guest speakers on Wednesday afternoon were Rick Irvin and Ed Cunningham from PHEAA Loan Division. The group sought clarification from Mr. Irvin and Mr. Cunningham on a number of issues presented during the FFELP Teleconference.

The guest speaker on Thursday morning was Greg Martin, a training officer with the U.S. Department of Education. Mr. Martin presented a summary of regulatory changes with an emphasis on those effective July 1. Mr. Martin then fielded questions from the group on a wide range of issues.

The fall meeting of the public two-year sector will be held November 7 and 8 at the same location.

HOTLINE 96

DONATIONS - 1996 HOTLINE

PNC Bank	\$10,000
Fleet Bank	5,000
Sallie Mae	2,000
First Fidelity	250
Mellon Bank	3,000
Chemical Bank	1,200
Education Finance Center	1,000
Integra Bank	100
Educaid	500

TOTAL \$23,050

SITES - 1996 HOTLINE

Villanova University (east)
PHEAA (central)
PNC Bank (west)

Coordinators:

(east) Marykay McCaughan, Villanova University
Ray Toole, St. Joseph University

(central) Carolyn Bryan, Penn State
assisted by: Arlene Hassinger of PHEAA

(west) Janet McLaughlin, Point Park College
assisted by: Kelly Voigt of PNC Bank

State Coordinator:

Marykay McCaughan, Villanova University

Radio

94.3 in zip code Allegheny County
WPXZ in north/central PA
WMPA in Altoona
WDAD in Indiana, PA
KDKA in Pittsburgh (received several mentions)

TV

KDKA in Pittsburgh
Ch. 35 in Meadville

Newspaper

Pittsburgh:

- Post Gazette
- Sharon Herald
- Valley News
- Butler Eagle
- Erie Daily Times

Philadelphia:

- Philadelphia Inquirer
- Delaware County Daily Times
- Lancaster New Era
- Bucks County Courier
- Sharon Herald
- Post Gazette (Pittsburgh)

Harrisburg:

- | | |
|--------------------------|-----------------------|
| - Standard Observer | <u>Other</u> |
| - Harrisburg Patriot | - finance aid night |
| - Sharon Herald | - friend |
| - Allentown Morning Call | - unemployment office |
| - Morning Call | - welfare office |
| - Pocono Record | - public library |
| - Philadelphia Inquirer | - PNC bank poster |

1996 FINANCIAL AID HOTLINE

STATISTICS FOR ALL SITES

January 22, 1996 - January 26, 1996

	<u>MONDAY</u>	<u>TUESDAY</u>	<u>WEDNESDAY</u>	<u>THURSDAY</u>	<u>FRIDAY</u>
Total calls = 815	132	141	180	200	162
Philadelphia = 265					
Harrisburg = 231					
Pittsburgh = 319					

Harrisburg site (PHEAA) closed due to flooding on Monday, January 22, 1996.

Caller

Parent	=	552
Student	=	238
Other	=	19
Unrecorded	=	(6)

Zip Codes

15000 - 15999	=	192
16000 - 16999	=	127
17000 - 17999	=	118
18000 - 18999	=	121
19000 - 19999	=	180
Other	=	21
Unrecorded	=	(56)

Source**

Newspaper	=	371
Radio	=	39
TV	=	13
High School	=	188
Other	=	138
Unrecorded	=	66

Nature of Questions

Application process	=	349
What's available	=	147
Loans	=	111
Dependency	=	23
Other*	=	137
Unrecorded	=	(48)

*includes: assets, step-parent income, guardian income, untaxed income, specific questions on FAFSA.

**Most popular sources were:

FINAL REPORT

submitted by: Marykay McCaughan
Villanova University

Harrisburg

	<u>MONDAY</u>	<u>TUESDAY</u>	<u>WEDNESDAY</u>	<u>THURSDAY</u>	<u>FRIDAY</u>
Total calls = 231	closed	46	69	73	43

<u>Caller</u>	<u>Zip Code</u>	<u>Nature of Call</u>	<u>Source</u>
Parent - 138	15000 - 15999 = 29	Application process = 92	Radio = 2
Student - 79	16000 - 16999 = 27	What's available = 33	Newspaper = 105
Other - 3	17000 - 17999 = 65	Loans = 48	TV = 3
	18000 - 18999 = 33	Dependency = 1	Other = 70
	19000 - 19999 = 29	Other = 20	
	Other = 6		

Philadelphia

	<u>MONDAY</u>	<u>TUESDAY</u>	<u>WEDNESDAY</u>	<u>THURSDAY</u>	<u>FRIDAY</u>
Total calls = 265	75	36	51	53	50

<u>Caller</u>	<u>Zip Code</u>	<u>Nature of Call</u>	<u>Source</u>
Parent = 182	15000 - 15999 = 20	Application Process = 122	Radio = 7
Student = 72	16000 - 16999 = 14	What's available = 66	TV = 1
Other = 7	17000 - 17999 = 16	Loans = 26	Newspaper = 105
	18000 - 18999 = 55	Dependency = 12	Other = 142
	19000 - 19999 = 128	Other = 85	
	Other = 3		

Pittsburgh

	<u>MONDAY</u>	<u>TUESDAY</u>	<u>WEDNESDAY</u>	<u>THURSDAY</u>	<u>FRIDAY</u>
Total calls = 319	57	59	60	74	69

<u>Caller</u>	<u>Zip Code</u>	<u>Nature of Call</u>	<u>Source</u>
Parent = 215	15000 - 15999 = 143	Application process = 151	Radio = 30
Student = 81	16000 - 16999 = 86	What's available = 50	TV = 9
Other = 9	17000 - 17999 = 37	Loans = 37	Newspaper = 164
	18000 - 18999 = 33	Dependency = 13	Other = 114
	19000 - 19999 = 23	Other = 68	
	Other = 12		

PASFAA EXECUTIVE COUNCIL MEETING

MARCH 17-18 1996

Harrisburg Hilton, Harrisburg, PA

submitted by: Bonnie Lee Behm
PASFAA Secretary

The meeting was called to order at 4:15 P.M. on March 17, 1996.

Committee Reports

A. Conference 96 - Georgia Prell for Fran McKeown

1. Lisa Cooper resigned and Fran recommended Mary Kosin to fill the vacancy on the committee. Chris Zuzack made a motion to approve the recommendation, Barbara Schmitt seconded the motion, motion approved.
2. State pins are being designed with sponsorship by Chase Bank. Council suggested that Chase print up a card "Compliments of Chase," and distribute the pins in the conference packet.

B. Membership and elections - Chris Zuzack

1. A report was circulated to Council. Membership stands at 565 members.
2. Resource Directory - Directory was mailed January 31/96. Ads in the directory came from 7 agencies for revenues totaling \$4,500.
3. Tiffany Aloï, LaSalle University, Elizabeth McCloud, Elizabethtown College and, Mary Miller, Slippery Rock University were submitted as members of the new membership election committee. Chris Zuzack made a motion to accept the names, Arlina DeNardo seconded the motion. Motion carried.
4. Special Election - Thirty days after the new constitution and by-law changes are published in the PASFAA Newsletter, ballots will be sent to all active members for a vote. The At-Large Member and new affiliates will be voted on.

C. Professional Standards and Training - George Walter

1. Guidance Counselor Workshop syllabus is being reviewed and due to be completed by the end of this week. On April 3, 1996 Tom O'Donnell and Dan Hudock will meet with George Walter to finalize plans for the workshop.
2. Policy and Procedure Manual - Time did not permit review but George will mail out information he needs to the appropriate council members and ask for results by May 1.
3. Membership survey - Arlina will be handling this survey which will address training needs.
4. Mentor project - Newsletter will have information regarding "what is a mentor" and also a survey regarding the memberships' interest in this area. Results will be reviewed and action taken on results.

D. Government Regulations - Don Shade

1. Don has stayed in touch with Kathleen Smith to see what is going on. Senate has recently presented a budget that is more in line with President Clinton's thinking. House has endorsed lower limits. Continuing Resolution is passed to get us through September 96.

E. Financial Aid Hotline - George Walter

1. Participation was down - Only 815 total calls were received.
Number of Calls Received

265	Philadelphia
231	Harrisburg (closed Monday due to weather)
319	Pittsburgh
2. 9 sponsors contributed a total of \$23,050.
3. Sites: PNC/West/Janet McLaughlin/Kelly Voigt
PHEAA/Central/Carolyn Bryan/Arlene Hassinger
Villanova/East/Mary Kay/McCaughan/Ray Toole
4. Georgia was concerned about the decrease in calls. Advertising has dropped from the past, additionally, USA Today has a hotline, FA Consultants are on the increase and Philadelphia Futures and College Access also sponsor programs.

Council had many questions especially since the per cost call was \$28. Chris circulated a handout from New Hampshire that they give out to the community. A handout has potential for sponsors. Oregon does a FA program on cable.

George Walter made a recommendation that an ad hoc committee be established for a FA awareness venture in light of the historical decline in hotline calls. Jean Walker seconded the motion. Council approved the motion. Motion carried.

Committee can consist of some previous Hotline Chairs, representative from PHEAA and representative from the lending community.

F. Technology - Chris Zuzack

1. Chris and her committee met and sent out a survey to the membership to investigate the status of technology among PA Aid Administrators.

2. Mary Miller is investigating possibility of Slippery Rock being host to the home page.
The home page should include:
Constitution and bylaws, officers, links to Fast Web and other FA sites, Newsletter.

Mary Miller was contemplating having a student start the home page but suggested they get a honorarium. Dan Wray made a motion to authorize the provision of honorarium to an individual who will construct the frame work of the PASFAA home page on the Web. George Walter seconded the motion. Council approved the motion.

An amendment to the motion was made by Bonnie Lee Behm to set a \$300.00 limit on the honorarium. George Walter seconded the motion. Motion approved.

3. Fran is incorporating technology into Conference. Tuesday of the conference will have a "technology track."

G. Finance - Don Shade

1. The committee, chaired by Rachael Lohman, had their first meeting on Friday where they discussed membership.
2. They left the meeting with a sense of having a finance and development committee, one chair for both finance and development. They will tie in with Council but probably not have the chair be a Council person.
3. They will have a conference call once their meeting minutes are reviewed by their committee. Their committee consists of Chairman Rachel Lohman, Madelyn Campbell, Don Clark Paine, Robin Szitas, Ben Carey, Vali Heist, Amy Miranda, Pat Hayes, John Lockette.

Meeting was suspended for the day at 6:40 P.M.

MONDAY, MARCH 18, 1996

The meeting was reconvened at 8:10 A.M. on Monday March 18, 1996.

Updates

A. EASFAA - Chris Zuzack

1. Kathleen Smith of PHEAA is development chair for EASFAA.
2. Conference 97 is in Portland, ME. They are trying for Washington, D.C. in 98.
3. Elections - Dave Myette - President Elect, Susie Allen - Vice-President, Cate McIntyre - Secretary.

B. PAATP - George Walter

1. P&PDC - January 19 had a conference call
 - a. Final report on fundamental workshop: Financial Report - they did not break even.
 - b. Support staff training - well received, the every other cycle appears to work well.
 - c. Teleconference - April 19 - urge colleagues to attend. Georgia Prell and Michael Hershock will be welcoming viewers to this new venture.
 - d. Lender training - May 16 & 17. Brandi Darr is chairing this program.
 - e. Summer Institute - June 10-14. Henry Chance is chairing this group.
2. Training in PA
 - a. Initial work started in the summer regarding the relationship of PAATP and PHEAA. The group next met in December and February. After this year, training moves from Mrs. Williams to Vince Racculia.
 - b. It was agreed that training, such as State grant certification be just advertised as PHEAA, but there will be some joint programs and we are free to offer our own training as well.
 - c. The P&PDC committee will be disbanded as it is. A different group will be made up from PASFAA to handle training. The new training committee needs to be up and running very soon. These new committee members will be responsible to PASFAA. A representative from PHEAA will serve on this committee to assist with continuity and communication.
 - d. Council now needs to develop its structure, reporting relations, chair, etc.
 - e. George Walter would like a 2 year model with the committee reporting to PS&T - Georgia expressed concern about the committee and whether it should report to the President - Elect. Discussion ensued about the structure, reporting relations, ease of working relationships between the new arm and PS&T.

Do we want a standing committee or ad hoc committee? It appears that the process will be in transaction for the first year. Don Shade made a motion to form an ad hoc committee of Council chaired by Mary Miller, which reports to the President-Elect to provide training for the association. The committee will be selected by Mary Miller with the encouragement to include members from current P&PDC committee.

Training members will need to be approved by Council. One of their first tasks will be to establish the fundamentals program. Costs for committee meeting will need to be established to allow for travel expenses. Gary Smith will be formally notified by Georgia Prell regarding this new change. Volunteers for next year need to be solicited the mechanics of this will be worked on by Georgia in conjunction with PHEAA.

Bonnie Behm made a recommendation to disband the PAATP name and future training be announced as sponsored by PHEAA, PASFAA or PHEAA/PASFAA. Barbra Schmitt seconded the motion. Motion carried.

C. Sector Reports

1. Bob Thorn - SSHE
 - a. January - sent out a sector newsletter
 - b. They will be meeting on April 24-26, 1996
 - c. Survey was sent to sector re: their meeting
2. Jean Walker - Public Two-Year
 - a. Community College sector has rescheduled their meeting for April 24 & 25.
3. Dan Wray - State Related
 - a. Still trying to solicit more PASFAA membership. Why they aren't a member? The issue was discussed about institutional support of PASFAA activities.
4. Arlina DeNardo - Four-year private
 - a. She put an article in Newsletter re: Profile.
 - b. Thinking of having a summer meeting at Dickinson.
 - c. Arlina suggested Sallie Mae host the four year private sector at their facility.

Treasurer's Report and 95/96 Budgets-Madelyn Campbell

1. Madelyn circulated two reports titled March 10, 1996 and January 31, 1996. She also submitted Financial Statements for years ended September 30, 1995 and 1994.
2. The March 10 statement reflects \$10,000 special projects - this represents the Hershey retreat, the finance committee and the technology committee.
3. Madelyn cashed in a \$5,000 CD to assist with upcoming expenses.
4. George Walker moved to accept January 31 and March 10 Treasurers Report. Bob Thourn seconded motion. Reports approved as submitted.
5. Madelyn brought out the issue of changing out fiscal year from October 1 to September 30 to July 1 to June 30. There are pros and cons to this approach. The treasurer is less busy in June so closing the books then would be less hectic than in Oct. with all the conference activity flurry. Most activity is run from Sept. to June. Closing books at conference is a burden and most of the time the statements presented are not finalized. If we switched from July 1 to June 30 our statements to our membership would be audited statements. For this year there would be an additional expense for the June 30 audit this year.

Chris Zuzack made a motion to change fiscal year from current fiscal year structure to July 1 to June 30 effective June 30, 1996. Don Shade seconded the motion. Council voted affirmatively. Motion approved.

Bob Thorn noticed that the fiscal year is specified in the bylaw. Therefore this would be a bylaw change. An amendment to the previous motion was made by Don Shade to state that the previous motion be made to present the motion to the membership for a vote. George seconded the motion. Amended motion carried.

6. Budgets

New Budgets:

Executive Council	6,000
Government Relations	1,000
Membership/Elections	4,500
(Chris will have two more big mailings for special ballot and elections.)	
Professional Standards	4,500
(Executive Council pays hotel, PS&T pays travel)	
Guidance Counselor Workshops	4,400
Special Projects	10,000
(Retreat at Hershey only)	
Newsletter	10,000
'95 Conference	N/A
'95 Conference Committee	300
'96 Conference	N/A
'96 Conference Committee	5,000
Future Conferences	500
Officer Travel	4,000
Hollline	1,500
Administrative Expense	2,000
Audit Expense	1,200
Technology Committee	1,500
(two more meeting, \$300 honorarium)	

Council looked at the "cost" of running the organization - what does the dues cover, what are our revenues sources? These are things the finance committee needs to look at.

Finance Committee	1,000
Training Committee	1,500
(two meetings)	
Financial Aid Awareness	1,200

Arlina DeNardo made a motion to approve the budgets as established. Bob Thorn seconded the motion. Budget approved.

Old Business

A. OVR - Don Shade

1. New counselor is in charge, Roger Barton. John Peterson is out of this area. OVR is not aware that the agreement isn't being used. Don will call Roger Barton and alert him to the agreement then follow up in writing.

B. Vendor/Sponsor Agreement

1. George took the current draft to Villanova Legal for their review and he read the new agreement to council. Madelyn Campbell moved to accept the vendor sponsor agreement as presented. Dan Wray seconded the motion. Motion carried.

New Business

A. Lender Services Committee

1. Georgia will invite Tom Balfour or a representative of this group to our May Council meeting.

Adjournment

Dan Wray made a motion to adjourn the meeting. Bob Thorn seconded the motion. Motion adjourned at 2:05 P.M.

Government Relations Update

*submitted by: Donald S. Shade
Vice President*

With passage of a federal budget (FINALLY!), the Government Relations Committee is now able to move on. Next topic: Reauthorization. The Higher Education Act is up for Reauthorization in 1997, although most people believe that Congress will take advantage of a built-in extension and take until 1998 to complete this initiative. While 1998 might seem like it's way off in the future, it will be here before we know it. For this reason the Government Relations Committee, like NASFAA and others, would like to begin the process NOW by raising various issues for discussion and by coming up with suggestions for changes which are supported by the aid community.

By early fall, you will be receiving a survey asking you to share your thoughts on the many issues which will be discussed in Reauthorization. We will then pull those thoughts together and share them with the membership at the annual conference in October. We also plan to have opportunities for group discussion of these issues at the conference. So, in your spare time this summer, you might want to give some thought to the issues you would like to see addressed in the 1997 Reauthorization. The sky's the limit, but to get you started, we suggest you begin with such topics as the delivery system, needs analysis, funding, regulatory reform/relief, default issues, annual and aggregate loan limits, student eligibility, institutional eligibility and oversight, and cash management. (There - that should keep you busy for a while!!)

Once we've collected input from the membership we will feed our recommendations into NASFAA's plans and watch as things unfold. As we've said many, many times before, you DO have an opportunity to make an impact and to bring about change, but you MUST make your voice heard. Look for our survey later this summer, and we'll look for a big response from all of you.

DIRECTORY UPDATE

NEW PASFAA MEMBERS LISTED ALPHABETICALLY

Name / Title	Institution/Address	City/State/Zip	Phone/*FAX/Term.
ARCHIBALD, Rich Student Lending Officer	Bank of Boston 15 Westminster Street	Providence, RI 02903	800-879-6472 401-278-7038
BELTON, Darlene Financial Aid Officer	Presbyterian Med. Center 36th & Market Streets	Philadelphia, PA 19104	215-662-9157 215-662-9179
BUTLER, Thomas Project Director	College Access Program Suite 700, 7 Ben Franklin Pkwy	Philadelphia, PA 19103	215-665-1400 215-864-2494
COMFORT, Benjamin Financial Aid Director	Lycoming College 700 College Place	Williamsport, PA 17701	717-321-4141 717-321-4337 CG03168
DECKER, Nancy Director	Laurel Business Institute 11-15 Penn Street	Uniontown, PA 15401	412-439-4900 412-439-3607
DEPSKY, Kathy Financial Aid Director	Empire Beauty School Rt 61 N, PO Box 600	Pottsville, PA 17901	717-429-1800 717-429-1143
DOWNEY, Nora Financial Aid Director	Gordon Phillips Beauty School 60A Garrett Road	Upper Darby, PA 19082	610-352-1776 610-352-1834 CG00656
DRUGA, Patricia Financial Aid Director	Cambria Cnty Comm Colg 727 Goucher Street	Johnstown, PA 15905	814-255-7707 814-255-4977
EVANS, Margaret Financial Aid Director	Allied Medical Careers PO Box 1648	Kingston, PA 18704	717-288-8400 717-287-7936
FUNKE, Mary Financial Aid Director	Lincoln Technical Institute 9191 Torresdale Ave.	Philadelphia, PA 19136	215-335-0800 215-335-1443 CG01859
GARZON, Barbara Financial Aid Administrator	York County AVTS 2179 S. Queen Street	York, PA 17402	717-741-0820 717-741-9427
GREY, Tricia Financial Aid Officer	Orleans Technical Institute 1845 Walnut Street	Philadelphia, PA 19103	215-854-1858 215-854-1880
GRIFFIN, Paul Marketing Manager	Educ. Data Systems, Inc. PO Box 815459	Dallas, TX 75381-5459	800-782-5176 214-243-1776
GUNBY, Charles Jr. Administrative Officer	Hiran G. Andrews Center 727 Goucher Street	Johnstown, PA 15905	814-255-8222 814-255-3406
HARRISON, Brice Campus Manager	AFSA Data Corporation 2277 E. 220th Street	Long Beach, CA 90810	310-513-2969 310-816-3984
HENDRIX, Tom SVP Client Relations	EFS Services 8425 Woodfield Crossing	Indianapolis, IN 46240	317-469-2095 317-469-2147
HOLLOWAY, Teffenie Sch Relations Manager	EFS Services 8425 Woodfield Crossing	Indianapolis, IN 46240	317-469-2037 317-469-2147
KASPER, Scott Regional Market Manager	US Bank 42939 Chesterton St.	Ashburn, VA 22011	703-724-1813 703-724-1814
KUDRICH, Marc Associate DFA	Cedar Crest College 100 College Drive	Allentown, PA 18104	610-740-3785 610-606-4647 CG01987
KUNSELMAN, Tina Student Financial Off	Danville Sch District-LPN Box 140, Delong Bldg.	Washingtonville, PA 17884	717-437-3176 717-437-3263

Name / Title	Institution/Address	City/State/Zip	Phone/*FAX/Term.
LAWSON, Janet Manager, Financial Aid	Robert Morris College Narrows Run Road	Coraopolis, PA 15108	412-262-8267 412-262-8601 CG03107
LUKAS, Mark Business Manager	Indiana County AVTS 441 Hamill Road	Indiana, PA 15701	412-349-6700 412-349-6411
MAIORANO, Thomas Financial Aid Director	PA College of Podiatric Med. 8th at Race Street	Philadelphia, PA 19107	215-629-0300 215-627-2815 CG00232
MCKEOWN, John Associate DFA	Kutztown Univ of PA Financial Aid Office	Kutztown, PA 19530	610-683-4032 610-683-4010 CG00321
NEYHART, Judith Exec Dir Adm & Fin Aid	Cedar Crest College 100 College Drive	Allentown, PA 18104	610-740-3785 610-606-4647
ORTHAUS, G. Michael Director	Antonelli Med & Prof Institute 1700 Industrial Highway	Pottstown, PA 19464	610-323-7270 610-323-3065
PARKER, Dana Financial Aid Director	West Chester Univ of PA Financial Aid Office	West Chester, PA 19383	610-436-2627 610-436-3110 CG00358
PARSONS, T. H.	US Bancorp PO Box 4412	Portland, OR 97208-4412	509-353-5892
PATTERSON, Gizelle Associate DFA	West Chester Univ of PA Financial Aid Office	West Chester, PA 19383	610-436-2627 610-436-3110 CG00359
RAUENZAHN, Kathleen Collections Manager	Empire Beauty Schools PO Box 600	Pottsville, PA 17901	717-429-4257 717-429-1143
SAGLIANO, Jean Asst Dir Fin Aid	Lackawanna Jr College 901 Prospect Avenue	Scranton, PA 18505	717-961-7826 717-961-7858 CG03160
SMILEY, Ruth Fin Aid Counselor	Penn State-Great Valley 30 E. Swedesford Road	Malvern, PA 19355	610-648-3216 610-889-1334 CG03206
SNYDER, James Fin Aid Officer	Widener Univ Sch of Law 3800 Varton Way	Harrisburg, PA 17110	717-541-1924 717-541-3999 CG03150
SPEIDEL, Carolyn Asst Dir of Fin Aid	West Chester Univ of PA Financial Aid Office	West Chester, PA 19383	610-436-2627 610-436-3110 CG00361
STAHLER, William VP for Enrollment	Albright College PO Box 15234	Reading, PA 19612	610-921-7260 610-921-7294
WALLACE, Marty Marketing Manager	Citibank Student Loan Corp 99 Garnsey Road	Pittsford, NY 14534	716-248-7406 716-248-7007
WOLF, Bonnie Financial Aid Director	The Craft Institute 9 South 12th Street	Philadelphia, PA 19107	215-592-4600 215-567-1729 CG02904
YONETZ, Leanne Asst Dir of Fin Aid	Univ of Pittsburgh-Johnstown 125 Biddle Hall	Johnstown, PA 15906	814-269-7038 814-269-7044 CG00457
YOUTZ, Sherry Finance Director	National Education Center 5650 Derry Street	Harrisburg, PA 17111	717-564-8710 717-558-8560

Implementation of Keystone Direct Stafford Loan Program

*By: Michael H. Hershock
President and Chief Executive Officer*

Depending upon the date on which you are receiving this newsletter, you should have received (or will shortly receive) a memorandum from me further clarifying the focus of the Keystone Direct Stafford Loan Program. That memorandum is a follow-up to my mid-April letters to college presidents and financial aid administrators announcing the implementation of the program.

The purpose of this communication is not to present the benefits of this new program; I trust you have received sufficient information to assess the value of it to your students and institution. Rather, this message is intended to address the concerns that the financial aid community was not advised prior to the program's implementation and the timing of PHEAA's release of this new program. I know that both of these factors have created a degree of frustration among many aid administrators. In fact, on the 20th of May, I met with the PASFAA Executive Council at some length to discuss these issues and hear their concerns first hand. After our discussion, Council encouraged me to incorporate my comments into an article for your newsletter.

Putting together the necessary financing (near-term financing to originate loans and long-term financing to guarantee continuation of loans to the lowest income students) for Keystone was quite complicated. These confidential negotiations were lengthy and, by their nature, were limited to those whose approval was needed. The ebb and flow of these discussions and their highly sensitive nature necessitated completion of final negotiations prior to the program's announcement. This resulted in the announcement being delayed until April 16, and final details on the financing were not worked out until literally a day or two before the news conference on that day. Letters describing the program were then immediately placed in the mail to college presidents and financial aid administrators.

On the matter of timing, the Agency realizes that mid-April was late in the 1996-97 financial aid cycle to announce a new program. Many of you had already distributed preferred lender lists and distributed other materials to your students. I also know it was a burden on you to field the many borrower questions you received about the program and I genuinely appreciate your favorable reactions. I wish that the various parts of this program could have been brought together at a much earlier date so that the announcement of this program could have taken place in January instead of April. However, given the financial benefits of this program to Pennsylvania students, I felt it was important to move ahead, even though it was late, rather than delay this initiative until next year.

I regret that it was not possible in this instance to provide advanced notification and an opportunity for input through PASFAA Council; be assured that we will make every effort in the future to see that this is done. Indeed, we would welcome at this time any suggestions for program improvement. The Keystone effort is an evolving process that may, be its nature, result in the inconvenience of sudden change in order to bring about increased benefits to students and schools.

PASFAA and PHEAA have had a rich history of cooperation and mutual support for the last 30 years. Much of this cooperation is a result of the active involvement of the financial aid community, through PASFAA and the many PHEAA advisory committees on which members serve, in the development of PHEAA programs and products. This relationship has been essential to the successful delivery of student financial aid to Pennsylvania residents and others enrolling in Pennsylvania postsecondary education institutions. I want to assure you that I am strongly committed to the continuation of this very positive relationship.

Births

The University of Scranton proudly announces the addition of Galicia Anne Hynosky to its family. Gali was born, on Sunday, weighing in at 7 lbs and 12 ozs and 20 1/2 inches long. Mom, baby, and Dad are doing fine. Margaret is at the Mercy Hospital, Delivery Suite, Room 2 and will return home on Tuesday.

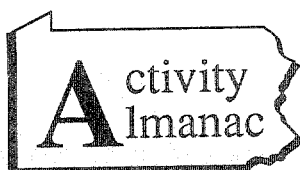
Marg's address is
515 Block Street
Scranton, PA 18508

POSITION OPENINGS:

The following employment opportunities have been posted through the PHEAA Message System or have been forwarded to the newsletter. Please contact the college or school directly to obtain addition information. The newsletter does not guarantee these positions are still available at press time:

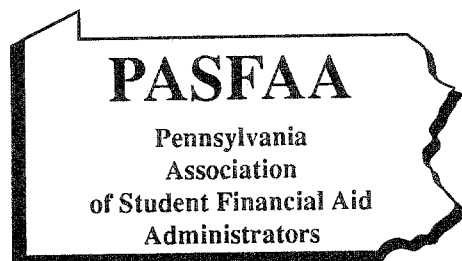
- 1) Rosemont College, Rosemont, PA: Director of Financial Aid
- 2) Immaculata College, Immaculata, PA: Director of Financial Aid
- 3) PA Culinary, Pittsburgh, PA: Financial Aid Officer
- 4) Widener University, Chester, PA: Financial Aid Professional
- 5) The Wilma Boyd Career School, Pittsburgh, PA: Director of Financial Aid
- 6) Elizabethtown College, Elizabethtown, PA: Associate/Assistant Director of Financial Aid
- 7) Miami University, Oxford, OH: Associate Director for Scholarships & Client Service

In Memoriam: Lawrence S. Kucharczuk, Widener University, died May 13, 1996.



July, 1996
July 14-17, 1996
October 6-9, 1996
July 13-16, 1997

PHEAA State Grant Workshops
NASFAA 96 Conference: Denver, Co
PASFAA 96 Conference: Poconos, PA
NASFAA 97 Conference: Philadelphia, PA



Albright College

HAPPY CERTIFYING TO:

**Financial Aid Office
Reading, PA 19612**