

PASFAA

NEWSLETTER

# Pennsylvania Association of Student Financial Aid Administrators

VOLUME XXXIII / WINTER 2000



Financial Aid Awareness Committee members are ready to sign up Hotline volunteers.



Dressed in jungle animal attire.



Mary Kosin, '99 Conference Chair, gets a hug from Michael Burke.



October 3-6, 1999



Nommo, African drum and dance band, had the crowd join in.



Conference committee members, Barbara and Lesa, enjoy a break.

32nd Annual Conference  
Lancaster Host  
Resort & Conference Hotel  
October 15-18, 2000

## FEATURES

- President's Letter
- '99 Conference Coverage
- Member Awards & Recognition
- Election Results
- 1998-99 Financial Report
- Hotline Restructured
- Mentor/Mentee Spotlight
- PELA News
- Council Minutes
- Sector and Committee Reports

# 1999-00 PASFAA EXECUTIVE COUNCIL

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john\_southwood@themoneystore.com

# Editor Excerpts

## 1. NEWSLETTER EDITORIAL BOARD FOR 1999-00

**EDITOR:** Joan L. Holleran, PASFAA Newsletter Editor  
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### EDITORIAL BOARD

Alisa DeStefano	Elizabeth McCloud	Sally Whiteman
Dana French	Judith Rile	Sherry Youtz
Patty Hladio	Ragan Watson	

## 2. PUBLICATION SCHEDULE

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

Spring 2000 issue:	articles due February 15
Summer 2000 issue:	articles due May 15
Fall 2000 issue:	articles due July 15
Winter 2001 issue:	articles due November 15

## 3. IMPORTANT MESSAGE

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

# PASFAA Potpourri

## 1. MOVING? CHANGING POSITION OR TITLE?

PASFAA membership belongs to the individual and not the institution. All changes in name, address, or title should be submitted to Bill Burke, Financial Aid Office, University of Scranton, 800 Linden Street, Scranton, PA 18640. The 1999-00 membership list is maintained at the University of Scranton.

## 2. 1999-00 PASFAA COMMITTEES

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

## 3. MEMBERSHIP IN PASFAA

Subscription to the PASFAA Newsletter is included in your yearly membership fee. Contact Bill Burke, University of Scranton, for information about 1999-00 PASFAA membership.

## 4. LETTERS TO THE EDITOR

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

## 5. PASFAA HOME PAGE

Visit our World Wide Web site at: <http://www.pasfaa.org>  
Webmaster, Mary Miller, mmiller3@pheaa.org or PH12038.

# LETTER FROM THE PRESIDENT



Dear PASFAA Colleagues,

As I assumed the role of President at our annual conference in State College, I mentioned that a sign on a van I saw stating "Success through Association" seemed to be an appropriate by-line for our Association. Composing this letter, I realized that this phrase appropriately represents our group.

Our most recent success was our annual conference. For those of you who attended the conference at Penn State, I believe you would join me in acknowledging the success of Mary Kosin and her committee. Thanks also to our vendors and sponsors for all their support. The membership found itself not only learning the "tricks of the trade" at a state-of-the-art facility but also enjoying the collegiate atmosphere that the Penn State campus had to offer. If you were not able to share in our conference, the ensuing articles and pictures will share some of the highlights with you. Let me also take this opportunity to congratulate the new members of Council who were elected and welcome back our returning members. Additionally, let me wish all of our committee chairs and committee members a successful and rewarding year.

November ushered in our High School Counselor Workshop series, and another of our Association's successes. In partnership with our colleagues at PHEAA, we presented 39 workshops throughout the Commonwealth. While final numbers are not in, it appears that we trained approximately 1075 counselors. Thank you to all the presenters and registrars! A formal report on the workshops will be presented in the next Newsletter.

I would be remiss if I didn't highlight the achievements of our training committee who have been laboring hard over the last few months. With the Fundamentals, Support Staff workshops and the Technology Series behind them, they can take a quick breath and then continue with their plans for the Teleconference, Spring Training, Don Raley Institute and PASFAA's newest offering, Financial Aid Basics. The benefits of these training programs are far reaching and show our commitment to keeping our professionals "in the know."

The new year begins the cycle for our families to begin filing the FAFSA. In preparation for the countless questions posed by our families across the Commonwealth, PASFAA and its lending partners are teaming up for the 14th annual Hotline. The new year will not only usher in a two-week time table, but will also take advantage of technology and allow for more flexibility in the way calls are routed. Look for details from Elizabeth McCloud and make sure you are signed up to assist with this important event.

With communication becoming so critical to our professional and personal lives, the PASFAA listserv is becoming a fast and furious addition to our daily professional lives. This service, coordinated by Mary Miller, is proving to be a great way to get the word out. I know Ken Grugel and his Government Relations Committee have already found this service a great way to get the latest governmental word out.

Although I promised myself that I would not fall victim to the "last of the century" cliches, I too find myself enmeshed in the media hype and remind you that this is the last PASFAA Newsletter of the century. Who knows where the next 20, 50, or 100 years will find our association, profession or our educational systems. Will we be able to recognize our educational institutions or will they all be transformed into "virtual campuses?" Perhaps we will resort to having tiny transmitters implanted in our brains imparting the secrets of the universe directly into our minds at the glimmer of a thought. As we embark into this new millennium, we can only hope that the world will find solutions to its problems through peaceful means and may each of you, your families and friends find peace, joy and good health as we begin the year 2000.

Sincerely,

A handwritten signature in cursive script that reads "Bonnie Lee Behm". The signature is written in dark ink and is fluid and legible.

Bonnie Lee Behm  
PASFAA President

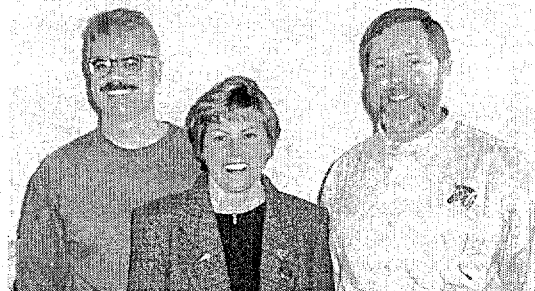
## PASFAA Council for 1999-2000

Submitted by  
Bill Burke  
Membership & Elections Chair

During the 1999 annual conference, PASFAA held its elections for the various offices open on PASFAA Council. Congratulations to Dana Parker, Kenneth Grugel, Donna Wilkoski, James Zuzack, Ethel Desmarais, George Gerhart, Danell Schoemaker, Richard Dombrowski and John Southwood. Listed below is the 1999-2000 PASFAA Council that will lead the Association into the next century.

### Executive Council

President ..... Bonnie Lee Behm, Villanova University  
President-Elect ..... Dana Parker, West Chester University of PA  
Past-President ..... Bill Burke, The University of Scranton  
Vice-President ..... Kenneth Grugel, Clarion University of PA  
Treasurer ..... Ron Dawson, Philadelphia University  
Secretary ..... Cindy Haney, Montgomery Cty. Comm. Coll.



(l to r) Bill, Bonnie and Dana – past, present, and future presidents.

### Sector Representatives

Private ..... Ethel Desmarais, Widener University  
State-Related ..... George Gerhart, Penn State-Shenango  
SSHE ..... James Zuzack, Slippery Rock University  
Business, Trade & Technical ..... Richard Dombrowski, Tri-State Business Inst.  
Nursing ..... Danell Schoemaker, Reading Hosp. Sch. of Nurs.  
Institutional Support Services ..... John Southwood, Educaid, a First Union Co.  
At-Large ..... Julie Salem, Univ. of Pitts. at Johnstown



1999-00 Council, Sector Reps, and Committee Chairs.

Visit the PASFAA website at [www.pasfaa.org](http://www.pasfaa.org) for the full Council directory.

## Promote PASFAA Membership

Submitted by  
Bill Burke  
Past President

Why does PASFAA have more than 700 members? It could very well be because of the excellent training programs that the Association provides in cooperation with PHEAA through the Pennsylvania Financial Aid Training Program. Another possibility is the great annual conference held each October featuring presentations by its members and a great opportunity to network with colleagues. Or it just may be to get this great newsletter or have their name appear in the resource directory. Whatever the reason, membership in this vibrant organization is growing each year. Pass along the membership application located in this issue to a colleague that is not currently a member or who has let their membership lapse.



Current members should carefully check the mailing label attached to this newsletter to verify accuracy. If you have a change to any directory information, please notify the membership chair, Bill Burke, The University of Scranton, at [burkew1@uofs.edu](mailto:burkew1@uofs.edu) or CG00140 on the PHEAA system.

A warm welcome to all new members of PASFAA!

## 1999-2000 PASFAA Membership Application

Name (please type or print) \_\_\_\_\_  
 Title \_\_\_\_\_  
 Institution \_\_\_\_\_  
 Address \_\_\_\_\_  
 City/State/Zip \_\_\_\_\_  
 Telephone # \_\_\_\_\_ Fax # \_\_\_\_\_  
 Email Address \_\_\_\_\_ PHEAA User ID# \_\_\_\_\_  
 Ethnicity (optional) \_\_\_\_\_  
 Signature \_\_\_\_\_

Check appropriate sector:

<input type="checkbox"/> Two-Year Public <input type="checkbox"/> Private (term-based and credit hour) <input type="checkbox"/> SSHE <input type="checkbox"/> Business, Trade and Technical <input type="checkbox"/> State-Related	<input type="checkbox"/> Nursing <input type="checkbox"/> Institutional Support Services (Lenders and PHEAA) <input type="checkbox"/> Other
--	--

Check Membership Type (make checks payable to PASFAA):

☐ \$40 – Active membership shall be the voting membership and shall be limited to persons responsible for the administration of student financial aid and/or having the authority to award aid representing institutions of post-secondary education located in the Commonwealth of Pennsylvania.

☐ \$38 – Associate membership shall include the representatives of secondary schools, government agencies, foundations, private and community organizations interested in financial aid matters, and representatives of post-secondary educational institutions who do not qualify for Active membership.

☐ \$20 – Student membership shall be for and limited to graduate and undergraduate students in post-secondary education.

**Return this completed form (or a copy of it) to:**

**Bill Burke**  
**Director of Financial Aid**  
**The University of Scranton**  
**800 Linden Street**  
**Scranton, PA 18510**

Past-Pres.: Data Base \_\_\_\_\_ Addendum \_\_\_\_\_ Directory \_\_\_\_\_ Newsletter \_\_\_\_\_ File \_\_\_\_\_  
 Treasurer: Amt. Received \$ \_\_\_\_\_ Date \_\_\_\_\_ Treasurer's Initials \_\_\_\_\_

## Graduate Aid Symposium to be Held

*Submitted by  
 Ruth Cramer  
 Dickinson College*



EASFAA is sponsoring a Graduate Aid Symposium on January 20, 2000, at Princeton Theological Seminary in Princeton, NJ. Registration information is available via the EASFAA Listserve or from Richard Woodland at Rutgers University, who can be contacted via email at: [rwoodlan@crab.rutgers.edu](mailto:rwoodlan@crab.rutgers.edu) or (856) 225-6039.



# No "Lion," 1999 Conference

Almost 400 PASFAA conferees made the 31st annual conference and safari in State College October 3-6, 1999 a roaring success! From start to finish, both first-time and returning conferees were led through the financial aid "jungle" by PASFAA volunteers, sponsors, vendors, presenters, and moderators who worked together to make the conference a valuable and fun event.

Accommodations at the Penn State Conference Center and the Nittany Lion Inn were outstanding. The facilities were indeed "conference friendly"



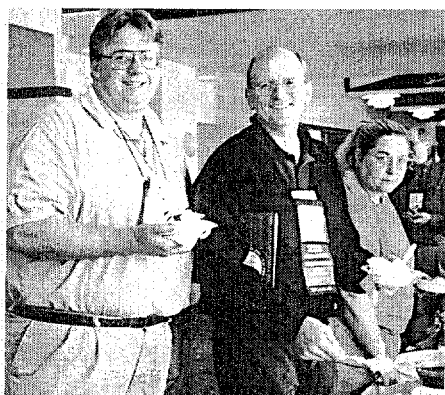
Checking in at conference registration.

and provided the best in meals, service, and amenities.

Informative sessions focused on technology, with such topics as data management, distance education, hands-on technical training, computer skills and website development, electronic data imaging, and the financial aid information explosion. Session topics included - among others - financial aid updates, graduate aid, professional development, consortium agreements, and adding new programs. The general session focused on a topic of concern to all of us in the financial aid profession, student aid fraud. Special thanks goes out to the presenters and moderators for providing conferees with the opportunity to choose from over 40 separate financial aid sessions at the conference.



Mary Ann Fitzgerald (left) and Jennifer Rager participate in hypnotist's exercise.



Dipping into some Peachy Paterno ice cream.



Some PASFAA past presidents pose together.

# Safari is Roaring Success!

Submitted by  
Betty Casale  
1999 Conference Committee



Bernard McCree and James Brown share a light moment.

The conference provided the perfect opportunity to recognize the accomplishments of PASFAA members, and to provide training for new financial aid administrators. In addition, conferees donated over seven boxes of supplies including paper, pens, markers, books, and other needed items to the Easter Seals. Thank you to all who contributed to this worthwhile charity.

There was something for everyone at the 1999 conference with a variety of entertainment ranging from a quiet walking tour of beautiful Penn State to an exciting evening of dancing and fun on a State College pub crawl. An African drum and dance band, Nommo, provided an outstanding performance of African cultural dance, and even managed to teach willing conferees the art of African dance. (Bill Burke's extraordinary rendition of African cultural dance was surpassed only by his YMCA trademark dance!) Conferees were entertained by the talented Penn State Singing Lions, the eclectic Daisy Jug Band, and the lively DJ Local Motion. They were captivated by the exotic Birds of Prey show during the President's reception. Dr. Bakus' hypnosis show, both amusing and intriguing, was a tremendous hit.

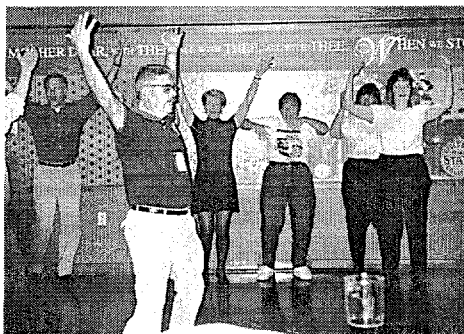


Hypnotized participants laugh on cue.



Bonnie accepts the president's gavel from Bill.

We extend a big thank you to the conference sponsors who supported a large portion of the conference events and activities. Safari giveaways abounded and the vendors went all out in participating in the conference safari theme. To everyone's enjoyment, the closing session ended with vendors drawing names for the big prizes! Thank you, PASFAA members, sponsors, vendors, presenters, and volunteers for your part in making the 1999 PASFAA conference a roaring success.



It wouldn't be PASFAA without YMCA!

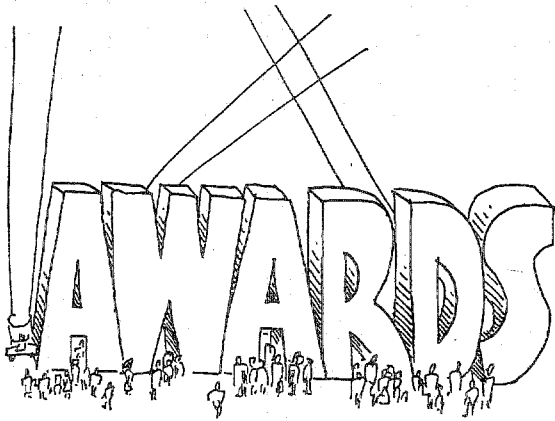


On the bus for the "crawl."

# Step Up and Take a Bow

## PASFAA Recognizes Outstanding Achievement

Submitted by  
Bill Burke  
Past President



PASFAA's success hinges on the efforts of many dedicated members who devote their time and talent. During the 31st annual conference held at The Penn Stater in State College, several individuals were honored for exemplary service to our profession.

While ordinarily **Honorary Life Membership** is awarded at the conference, Bill Burke, PASFAA President, announced at the Membership Recognition Luncheon that **Gary Smith** was presented PASFAA's most prestigious honor on the occasion of his retirement from PHEAA this past June. Gary is only the sixth person in PASFAA's 31 year history to be acknowledged for his lifetime service to our profession. (See Fall 1999 Newsletter for coverage of Gary's award.)

**The Distinguished Service Award** is presented to an individual who has made a significant contribution to PASFAA through leadership, activities, and or research in financial aid and is intended to recognize service to our Association over a period of professional involvement. For over 30 years, **John "Jack" Pergolin**, recently retired as Director of Financial Aid from St. Joseph's University, has been assisting students, parents, and most importantly this association. Jack has served on PASFAA Council as a sector representative and has been active over an extended period of time in our training programs. Throughout his career he has tenderly mentored young staff members and colleagues to prepare them to assume leadership roles within our profession. Jack is truly a man in service to and with others and deserving of recognition from a grateful association.



Jack Pergolin accepts Distinguished Service Award.



Sally Ann McCrea receives Leadership Award.

Several years ago, Council created the **Leadership Award** to recognize an individual who has provided outstanding leadership to the Association. **Sally Ann McCrea** was honored as the first recipient of this award. Sally Ann has provided outstanding leadership to the Pennsylvania Financial Aid Training Program that is responsible for coordinating professional training in cooperation with PHEAA. Her stewardship has distinguished the offerings of training programs made available to PASFAA members.

The **President's Award** is awarded to an individual who has provided exemplary service to the Association over the last year and whose actions supported the goals and objectives established by the President and Council. As our Newsletter Editor for the last several years, **Joan Holleran** has assisted several PASFAA Presidents in achieving their goals through the offering of our outstanding Newsletter. It is one of the few publications that members actually look forward to have land in their 'IN Boxes'. Joan has enhanced my term as PASFAA President and is deserving of appreciation from the entire membership.



Joan Holleran earns President's Award.



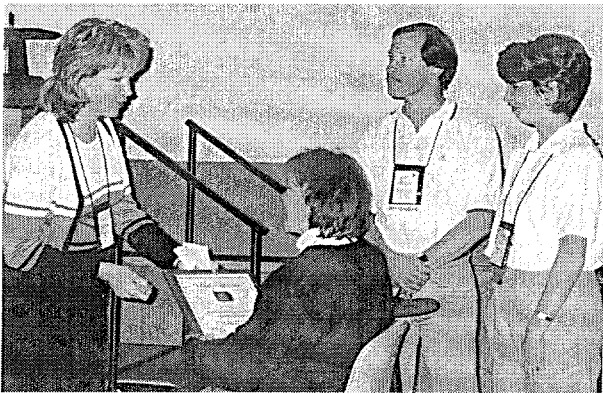
## Penn State Colleagues Recognized for Innovative FINAID-L List Serve



Robert Quinn (left) and Peter Weiss,  
creators of FINAID-L

At our PASFAA conference opening dinner Sunday evening at the Nittany Lion Inn, we were honored to have two special guests join us. Robert Quinn and Peter Weiss, both of Penn State University, created the FINAID-L list serve in 1992. The list serve was established as a mechanism for information exchange and problem resolution for use by college and university financial aid administrators. Over these past eight years, it has provided a national forum for the discussion of all matters relating to the administration of student financial aid. Ron Shunk, distinguished PASFAA Past President and Penn State alumnus, joined Bill Burke, PASFAA President, to present Certificates of Appreciation to our fellow Pennsylvanians who founded and still maintain FINAID-L.

## Great Beginnings



Mary Miller presents Certificate of Appreciation to Slippery Rock  
University Financial Aid Staff.

PASFAA has come a long way in 31 years. The reason our Association has been so successful is because it responds to changing times and keeps on top of what is going on in our profession. An excellent example is our ever-developing PASFAA Homepage that was developed by our Webmaster, Mary Miller. Slippery Rock University of PA was gracious to provide both technical assistance and a home to our website since its inception. In recognition to its contributions to PASFAA, Mary Miller and Greg Gearhart, Technology Committee Chair, presented a Certificate of Appreciation to Patty Hladio, Jim Zuzack and Wendy Dunlap of the Financial Aid staff who represented Slippery Rock University.

Another PASFAA pioneer is our first Historian, Lucky Hill. When this position was initially created, an individual who lived our history was gracious enough to come forward to organize our historical documents. More importantly, through her series of articles on the beginnings of the Association, Lucky was able to connect us to our past and provide an understanding of why we still continue to organize our profession to assist students, our schools and ourselves. Bill Burke, PASFAA President, presented a Certificate of Appreciation to Lucky for her dedicated service as our first Historian. A job well done.



Lucky Hill is recognized as PASFAA's first  
Historian.



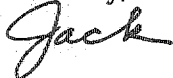
## Award Recipients Express Thanks

Dear Bill, Bonnie, and Members of PASFAA:

I was surprised and honored to be a recipient of our Association's Distinguished Service Award, and I am grateful for the support of colleagues such as you, my staff and family over the years. Without such support, this honor would not have been possible.

PASFAA has grown to become an outstanding and effective organization. We consist of professionals who assist students in achieving their educational goals and constantly work to serve them and their institutions. Throughout my career in Financial Aid, I was fortunate to have worked with many outstanding people. I am sure PASFAA will continue its excellent work in the new millennium.

Sincerely,



John A. Pergolin

St. Joseph's University (Retired), J. Wood Platt Caddie Scholarship Trust

Members of PASFAA Council, PASFAA Members:

I am deeply honored and touched to have received the PASFAA Leadership Award. As I have grown in financial aid administration and as a PASFAA member, I have always been grateful for the warmth and support which I have received from so many of my colleagues.

Working with the training program has allowed me to participate in a diversity of activities and given me the opportunity to meet and to network with financial aid administrators from all over the state and beyond. These opportunities have always meant so much to me, as I have taken my experiences and education back to my campus.

As I have listened to many speakers address our membership with the message of how fortunate we are to have such an active association with such talented people, I have come to realize how very true their statements have been. I am always excited to see the contributions so many different people make to develop and provide such a variety of quality programs. If I have contributed to this in any small way, I am grateful for having had the opportunity. Thank you for this recognition. I look forward to seeing all of you at PASFAA programs.

Sincerely,



Sally Ann McCrea, NCC  
Harrisburg Area Community College

Dear Bill:

I am so grateful to be chosen as the 1998-99 recipient of the President's Award for my service as Newsletter Editor during your term in office. It was an honor and a surprise to be singled out from the many dedicated individuals who so generously give of themselves to our fine association. Serving on the newsletter staff is a wonderful way to learn the nuts and bolts of how PASFAA operates. It has also introduced me to many dedicated folks who truly believe in the mission of PASFAA and carry out that mission in the myriad of activities that PASFAA supports.

Producing a newsletter is a group effort. I am thankful for the support of Council, committee chairs and my 'willing and able' Editorial Board. Thanks also to my coworkers at Kutztown University and my husband who have suffered through my stress, lugged my boxes and stuck on more labels than they care to count. Although I have been told that my quarterly reminders strike fear in the hearts of those who get them, I can always expect the articles to - ahem - eventually arrive.

To hear colleagues say that they look forward to receiving the newsletter is a wonderful compliment. To be recognized by the president and by my peers is even more of a delight. Thank you.

Sincerely,



Joan L. Holleran  
Kutztown University

## 2000 PASFAA Hotline Ready

Submitted by  
Elizabeth McCloud  
Financial Aid Awareness Chair

"Where can I get one of those FAFSA forms? How do I know if I need to fill out a Profile? Do you need my stepparent's income information to give me a financial aid package? How do I report my TAP funds? My dad was just laid off... My parents are separated... I think I'm independent!" As another application cycle is about to begin, it is we, the financial aid administrators, who continue to be the best source of assistance to families just entering the financial aid process. Families are turning to us for answers to their questions at every opportunity they can find.

The 2000 Financial Aid Hotline is one more great opportunity for PASFAA members to provide valuable public service to the families of Pennsylvania. Many of you signed up to volunteer at our display table at the PASFAA conference, and even more will be volunteering between now and the start of the Hotline. If you haven't already volunteered to work the Hotline, please consider it and encourage those with whom you work to join you. It's a great opportunity to become involved.

This year, the format of the Hotline has changed. Instead of three different 800 numbers by region, all families will call 1-877-972-7322. Volunteers to answer the calls will have much greater flexibility regarding where you go to answer calls. The hotline has also been expanded to two weeks: January 17-21 and January 24-28. Volunteers to work the Hotline will receive date and site confirmation along with other important instructions from the site coordinator.

January is Financial Aid Awareness Month in Pennsylvania. Plan to be a part of this initiative by participating in the Hotline. It is your involvement and the generous support of Mellon Bank, PHEAA, PNC Bank, Nellie Mae and Educaid, a First Union Company that makes the Hotline possible and allows our organization to serve the students and parents of the Commonwealth.



*Sign up!*



## Technology Committee Works For You

Submitted by  
Greg Gearhart  
Technology Committee Chair

All attendees at the recent PASFAA conference received a copy of the laminated Web Resource Guide created by the PASFAA Technology Committee. We hope everyone is finding this useful. We have had a lot of good feedback on this piece and we will definitely consider updating it for next year. As with anything related to the Internet, changes will occur over time and some of the addresses will no longer be correct. We would appreciate any comments that you have on the piece, including other sites to consider for inclusion or corrections that need to be made.

The Committee will soon begin to consider our initiatives for the 'PASFAA year' that just started and we need your help. What technology needs do you have that we can help with? Please contact any committee members below with your thoughts on any of these things.

### 1999-2000 PASFAA Technology Committee

Greg Gearhart, Chair	Messiah College
Ruth Brouse	Bucknell University
Mary Miller	Regional Manager, West, PHEAA
P. Vincent Racculia	Senior VP, State & Federal Programs, PHEAA
Dan Wray	Sallie Mae, Inc
Christine Zuzack	Indiana University of PA
Ginny Kopko	Sewickley Valley Hosp. School of Nursing



# 1998-99 Annual Financial Report

Submitted by  
Ron Dawson  
PASFAA Treasurer

Following is a copy of PASFAA's 1998-99 financial report. This information is being provided to the membership in accordance with the By-Laws, Article III, Section 4.

## Walz, Deihm, Geisenberger, Bucklen & Tennis P.C.

Certified Public Accountants

### INDEPENDENT ACCOUNTANTS' COMPILATION REPORT

Council  
Pennsylvania Association of Student  
Financial Aid Administrators, Inc.  
Philadelphia, Pennsylvania

We have compiled the accompanying statements of cash receipts and disbursements of the Pennsylvania Association of Student Financial Aid Administrators, Inc. for the years ended June 30, 1999 and 1998, in accordance with Statements on Standards for Accounting and Review Services issued by the American Institute of Certified Public Accountants. These financial statements were prepared on the cash basis of accounting, which is a comprehensive basis of accounting other than generally accepted accounting principles.

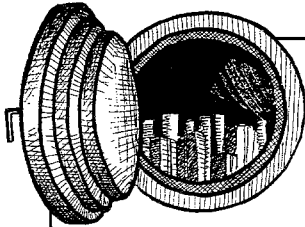
A compilation is limited to presenting in the form of financial statements information that is the representation of management. We have not audited or reviewed the accompanying statements of cash receipts and disbursements and, accordingly, do not express an opinion or any other form of assurance on them.

Management has elected to omit substantially all of the disclosures ordinarily included in financial statements. If the omitted disclosures were included in the financial statements, they might influence the user's conclusions about the Association's cash receipts and disbursements. Accordingly, these financial statements are not designed for those who are not informed about such matters.

*Walz, Deihm, Geisenberger, Bucklen & Tennis*

WALZ, DEIHM, GEISENBERGER,  
BUCKLEN & TENNIS, P.C.  
CERTIFIED PUBLIC ACCOUNTANTS

Lancaster, Pennsylvania  
August 3, 1999



**PENNSYLVANIA ASSOCIATION OF STUDENT  
FINANCIAL AID ADMINISTRATORS, INC.  
STATEMENTS OF CASH RECEIPTS AND DISBURSEMENTS  
FOR THE YEARS ENDED JUNE 30,**

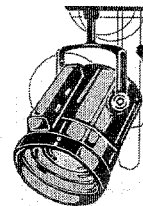
	<u>1999</u>	<u>1998</u>
<b>CASH RECEIPTS</b>		
Membership Dues	\$ 27,828	\$ 27,456
Registration Fees - Annual Conference	51,586	58,205
Training Fees	13,030	9,510
Sponsors - Annual Conference	45,170	49,500
Sponsors - Hotline	6,600	7,500
Sponsors - Training	12,000	10,822
Newsletter and Directory Advertisements	8,250	7,500
Investment Income	6,445	6,653
Miscellaneous Income	<u>975</u>	<u>775</u>
<b>TOTAL CASH RECEIPTS</b>	<u>171,884</u>	<u>177,921</u>
<b>CASH DISBURSEMENTS</b>		
Annual Conference	68,311	94,860
Executive Council	4,266	3,074
Government Relations	960	169
Membership and Elections Committee	1,255	586
Newsletter and Directory Printing	16,386	18,491
Professional Standards	6,006	4,660
Guidance Counselor Workshops	4,478	10,648
FA Awareness Committee	635	198
Finance Committee	1,251	1,082
Technology Committee	408	5,526
Training	23,334	18,122
Special Projects	0	1,602
Hotline	492	21,654
Conference Committee	8,429	6,735
Travel	3,052	3,433
Professional Fees	1,210	1,500
Sector Expense	435	0
Administrative Expenses	5,218	2,334
Reserve Loss	<u>2,660</u>	<u>0</u>
<b>TOTAL CASH DISBURSEMENTS</b>	<u>148,786</u>	<u>194,674</u>
<b>EXCESS (DEFICIENCY) OF CASH RECEIPTS OVER CASH DISBURSEMENTS</b>	23,098	(16,753 )
<b>CASH AND INVESTMENTS AT BEGINNING OF YEAR</b>	<u>60,513</u>	<u>77,266</u>
<b>CASH AND INVESTMENTS AT END OF YEAR</b>	\$ <u>83,611</u>	\$ <u>60,513</u>

See independent accountants' compilation report.



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

Submitted by  
Alisa DeStefano  
Newsletter Editorial Board



The goal of the YMCA program is to match less experienced PASFAA members with seasoned mentors in an effort to foster a relationship that promotes personal growth opportunities for both the mentor and mentee.

This month we are spotlighting Julie Salem, Director of Financial Aid at University of Pittsburgh at Johnstown (the Mentor), and Valerie Mockus, Director of Financial Aid at Saint Francis College (the Mentee). An interesting connection between these two colleagues is that they both started their financial aid careers as student workers in the Financial Aid Offices of their undergraduate institutions.

### THE MENTOR'S SIDE



**Julie Salem**

Director of Financial Aid  
University of Pittsburgh at Johnstown

**Q: What led you to become involved in YMCA?**

**A:** As a work study student, I was very fortunate to have Mary Miller and Chris Zuzack as mentors. They were always willing to give of their time and energy to me. And I wanted to give to someone what was shared with me.

**Q: What are the benefits of being a mentor?**

**A:** Personally, it has been a very rewarding experience for me. Not only have I been able to assist a colleague, I've also gained a friend in the process.

**Q: What are your responsibilities as a mentor?**

**A:** Responsibilities include talking to mentee, either by email or telephone, just to say hi or to discuss financial aid related items, or to give encouragement or advice. We have also gone out to dinner.

**Q: What do you see as the benefits of YMCA?**

**A:** I see this as an opportunity for PASFAA members to reach out to new or less experienced members in the association, and as an avenue to get a mentee involved in PASFAA related activities.

**Q: What advice would you give to someone who is considering being a mentor?**

**A:** If we think back as young professionals, I'm sure we can pinpoint someone who made a difference in our professional lives - someone who was there to answer our questions, to guide us and support us in some fashion. Why not pass that on to someone else?

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

**A:** The friendship that has developed because of my involvement in this program.

### THE MENTEE'S SIDE



**Valerie Mockus**

Director of Financial Aid  
Saint Francis College

**Q: What led you to become involved in YMCA?**

**A:** My newness in Pennsylvania, the lack of numerous schools nearby, and my desire to be involved in the financial aid community.

**Q: What are the benefits of having a mentor?**

**A:** Resources, especially human resources, are incredibly valuable to me. Having access to someone like Julie has allowed me to bounce ideas back and forth with someone who has been there.

**Q: What were your expectations of the YMCA program?**

**A:** I expected to have a mentor who would be available to discuss involvement in PASFAA, as well as other issues, such as management, balancing one's career and other duties, and the politics of our profession.

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

**A:** In addition to seeing one another at various functions, Julie and I met for dinner, spoke regularly on the phone, and emailed quite frequently. I think getting together for dinner was the most valuable to me.

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

**A:** The balancing act. Julie seems to have a real sense of her priorities. Her interests and pursuits are not exclusively financial aid, and yet she runs a tight ship. That, too, is my goal.

**Q: What is your most memorable experience as a mentee?**

**A:** Gaining a new friend and mentor in the field. My goal now is to mentor others in the same spirit of sharing.

# Yearning Members Counseling Associates (YMCA) - Y2

Submitted by  
Dana Parker  
President-Elect

This is your invitation to participate in Year 2 of PASFAA's Mentoring program. The YMCA program goal is to match less experienced PASFAA members with seasoned mentors in an effort to foster a relationship promoting personal growth opportunities for both the member being mentored and the mentor. PASFAA's Professional Standards and Training Committee will match members seeking mentoring with associates willing to provide assistance. Both parties must mutually agree to:

- the level of assistance expected
- make at least two contacts via phone or e-mail each month of the program
- meet at least once a year outside of the annual conference
- report back on the results of the program next September

**The program will run from January through September (or longer if you wish).** If you are interested in participating in this program, please complete the bottom portion and return to Dana Parker. (If you have already been paired with a mentor or mentee, it is hoped that you will continue the relationship begun during the first year of YMCA.)



Name \_\_\_\_\_

Title \_\_\_\_\_

Organization \_\_\_\_\_

E-mail \_\_\_\_\_

PASFAA Affiliation: ☐ Private ☐ SSHE ☐ Nursing ☐ Public 2yr  
☐ Business/Trade/Technical ☐ State Related ☐ Inst. Support

PLEASE CHECK ALL THAT APPLY:

## Requesting Mentoring

- ☐ General Financial Aid
- ☐ PASFAA Involvement
- ☐ Professional Development
- ☐ Advancement Opportunities
- ☐ Technical Issues
- ☐ Other \_\_\_\_\_

## Offering Mentoring

- ☐ General Financial Aid
- ☐ PASFAA Involvement
- ☐ Professional Development
- ☐ Advancement Opportunities
- ☐ Technical Issues
- ☐ Other \_\_\_\_\_

**PLEASE SEND OR FAX THIS PAGE (OR A COPY OF IT) TO:**

**Dana Parker  
138 E.O. Bull Center  
West Chester University  
West Chester, PA 19383  
FAX 610-436-2574**

# JOIN TODAY!



Some of the mentor/mentee pairs enjoyed breakfast together at the '99 PASFAA Conference.

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

## PASFAA Executive Council

### October 6, 1999

### The Penn Stater, State College, PA

Submitted by  
Cindy Haney  
PASFAA Secretary

Council Members Present: Bonnie Behm, Bill Burke, Dana Parker, Ken Grugel, Ron Dawson, Cindy Haney, Doug Vore, Julie Salem, James Zuzack, Tracey Berton, George Gerhart, John Southwood, Donna Wilkoski, Gary Means  
Invited Guests: Joan Holleran, Leanne Yunetz, Mary Kosin, Clarke Paine, Mary Miller, Elizabeth McCloud, Barbara Kretsch

- I. Call to Order – Bonnie Lee Behm  
Bonnie Lee Behm called the meeting to order at 7:55 am.
- II. Housekeeping – Bonnie Lee Behm
  - A. Policy and Procedure Manual References
    1. Reimbursement Policy – B. Behm explained the reimbursement policy to council members and chairs. B. Behm also noted sectors have a \$300 budget for meeting expenses. If more money is needed for special projects the sector representative must submit a proposal to Council.
    2. Committee Descriptions – B. Behm explained that committee descriptions were in the policy and procedure manuals, which were distributed by George Gerhart.
- III. Secretary's Report – Cindy Haney
  - A. Electronic votes were noted for the approval of the emerging leader award and approvals of Vali Heist and Janet McLaughlin as members of the SLSC advisory board.
  - B. K. Grugel made a motion to accept the minutes from the June Council meeting. R. Dawson seconded. Vote taken and minutes approved.
- IV. Treasurer's Report – Ron Dawson
  - A. R. Dawson noted that the current company holding the bonding issue would no longer be handling this insurance; therefore, he is researching other possible companies.
  - B. R. Dawson explained that the accounting firm, which reviews PASFAA's books, issued a letter explaining the potential of the IRS taking income from sponsor payments for non-profit organizations in the future.
  - C. R. Dawson highlighted some information on the reports concerning unrealized appreciation/depreciation, professional services fee, and negative administrative expense.
  - D. D. Parker made the motion to accept the reports. D. Wilkoski seconded the motion. Vote taken and treasurer reports approved.
- V. Committee Reports
  - A. Conference 1999 – Mary Kosin
    1. Based on the evaluations, M. Kosin will select a conference site for 2005.
  - B. Conference 2000 – Barbara Kretsch
    1. B. Kretsch announced the Conference 2000 site at the Lancaster Host Conference Center in Lancaster, PA, October 15-18, 2000.
    2. D. Parker made a motion to approve the following members to the conference committee: Nancy Harvey, PNC; Marykay McCaughan, Villanova University; Kathy Blaisdell, Franklin and Marshall; Diane Pegely, Kutztown; Ken Brown, HACC; Tracey Berton, Ursinus. John Southwood seconded the motion. Vote taken and committee approved.
  - C. Membership and Elections – Vali Heist
    1. C. Haney made a motion to destroy the ballots from the election. R. Dawson seconded. Vote taken and motion approved.
  - D. Professional Standards and Training – Bonnie Lee Behm
    1. High School Counselor Workshops: New binders for the workshops and PowerPoint presentation.
    2. Emerging Leader Award: Approved by Council. Information will be placed in the next issue of the newsletter.
    3. Mentor Program: B. Burke reported that 20 participants attended the breakfast at the conference. A mentor request form and follow-up article will be placed in the newsletter.
    4. Volunteer Forms: D. Parker will be sending out forms when he receives them.
    5. PASFAA Statement of Good Practices: PS&T will reexamine this statement.
    6. Policy & Procedural Manual: G. Gerhart revised and reformatted the manual and distributed to Council and committee chairs.
  - E. Government Relations – Ken Grugel
    1. Approval of Committee Members: K. Grugel brought forth David Smedley as a committee member. D. Parker made the motion to accept. J. Salem seconded. Vote taken and member approved.
    2. K. Grugel said that Scott Miller from PHEAA suggested PASFAA members visit Washington. B. Behm and K. Grugel suggested PASFAA do the same in Harrisburg.
  - F. Public and Professional Information – C. Haney/J. Holleran

1. Newsletter: J. Holleran said the Editorial Board was looking at ways to shorten the number of pages in the newsletter. The board discussed new features for the newsletter. Deadline for the Fall edition is November 15, 1999.
2. The following members were put forth to serve as the Editorial Board: Alisa DeStefano, Dana French, Patty Hladio, Elizabeth McCloud, Judy Rile, Ragan Watson, Sally Whiteman, Sherry Youtz. Cindy Haney made the motion to accept. Jim Zuzack seconded. Vote taken and members approved.
- G. Training – Leanne Yunetz
  1. L. Yunetz and R. Watson will serve as co-chairs. L. Yunetz reviewed the projects the committee is working on this year.
- H. Financial Aid Awareness – Elizabeth McCloud
  1. Hotline: The committee will be testing the new toll free number.
  2. Tag Line Contest: A discussion on the tag line was tabled until next Council meeting.
  3. New logo: The committee suggested hiring a consulting firm for this project.
- I. Finance and Development – Clarke Paine
  1. Update on Conference Sponsorship – C. Paine distributed the sponsorship report. C. Paine noted that the number of sponsors is down due to bank mergers but overall funding is up.
  2. Approval of any new committee members – D. Parker made a motion to accept the proposed members: Lesa Angel, Fleet Bank; Chris Hanlon, Franklin and Marshall; Sheila Checkoway, Key Education Resources; Cate McIntyre, PHEAA. Ron Dawson seconded. Vote taken and members approved.
- J. Technology – Greg Gearhart
  1. D. Parker made a motion to accept the following as committee members: Ruth Brouse, Vince Racculia, Mary Miller, Dan Wray, Chris Zuzack, Ginny Kopko. R. Dawson seconded the motion. Vote taken and members approved.

## VI. Updates

- A. Sector Reports
  1. Two-Year Sector – Gary Means
 

G. Means reported on the two-year sector meeting at the conference. Issues discussed included the virtual community college, satisfactory academic progress, Title IV refunds, campus-based funding issues, Microsoft loan program. The next meeting will be held November 4-5, 1999 in Carlisle, PA.
  2. State Related – George Gerhart
 

G. Gerhart reported good attendance at the conference for his sector meeting.
  3. Private – Tracey Berton
 

T. Berton reported that the private sector had C. Paine and George Glaze present information on consulting for the conference committee
  4. Nursing – Doug Vore
 

D. Vore reported that 15 members were present at the conference meeting. They discussed electronic support issues. G. Kopko and D. Vore will be members of the PHEAA Advisory Committee. The sectors will meet on October 15, 1999 in the west and October 20, 1999 in the east.
  5. Institutional Support Sector – John Southwood
 

PELA directory and alternative loan information will be updated.
- B. PELA – John Southwood
 

The members will be updating their alternative loan program information.

## VII. Old Business

- A. Home Page – Mary Miller
 

PASFAA will be moving their home page from Slippery Rock University to PHEAA.
- B. USA Today Hotline – Bonnie Behm
 

R. Shunk has been working on this project. PASFAA will be sending a group to work this hotline.
- C. OVR Relationship – Ken Grugel
 

The Government Relations Committee will be working with OVR to sign an official memorandum of understanding.
- D. Conference 2004 – Michael Burke
 

M. Burke brought forth recommendations for eastern sites for the 2004 conference. Council recommended M. Burke look at the Penn Stater, Hershey Lodge and other less expensive sites.

## VIII. New Business

- A. 1999-2000 Council Meeting Schedule – Bonnie Behm
 

Council meetings and PS&T committees are scheduled for the following dates, locations (PS&T meets the day before the Executive Council Meetings):

  - December 5-6, 1999 - Lancaster Host, Lancaster, PA
  - February 6-7, 2000 - PHEAA, Harrisburg, PA
  - April 2-3, 2000 - PHEAA, Harrisburg, PA
  - June 4-5, 2000 - PHEAA, Harrisburg, PA

## IX. Adjournment

- K. Grugel made a motion to adjourn the meeting. J. Salem seconded the motion. Vote taken and adjourned at 11:20 a.m.

# Pennsylvania Financial Aid Training Program

Submitted by  
Leanne Yunetz  
Training Committee Chair

## 1999-00 Training Year Begins



**Fundamentals**, a successful workshop that was presented prior to the PASFAA Conference, kicked off the 1999-2000 training year. Twenty-five participants attended the workshop and gained an overview of financial aid basics, giving them a better understanding of financial aid policies and procedures.

In early November, approximately 76 financial aid administrators participated in the **Technology Workshops** held at several sites throughout the state. Through hands-on training, individuals received suggestions on how to streamline their jobs, use Microsoft products like Excel, PowerPoint, and Word, and navigate the Internet. In the afternoon, workshop developers gave those whom attended helpful guides on using the PHEAA terminal.

At the beginning of December, the **Support Staff Workshops** wrapped up the last of the training for 1999. The faculty and committee members who organized the program found that their hard work paid off, with attendance strong at each of the five sites.

Plans for 2000 are in full swing. Upon returning from the holiday break, the committee for the **Teleconference** will be planning this year's topic, Debt Management. A panel consisting of representatives from private and public schools, community colleges and the lending community will discuss the growing number of students leaving institutions with high educational and personal debt. Panel members will discuss the motivators behind this and give viewers suggestions to assist their students in minimizing their borrowing.

**Spring Training** sites have been finalized. The two programs are scheduled for Thursday, April 4, 2000 at the Holiday Inn - Green Tree in Pittsburgh, and the eastern site will be on Thursday, April 13, 2000 at the Adams Mark in Philadelphia.

## Finance & Development Committee Report

Submitted by  
M. Clarke Paine  
Finance & Development  
Committee Chair



The committee will hold its first meeting on Monday, December 6, 1999 at the Lancaster Host. This meeting will coincide with the PASFAA council meeting. We are meeting at the Lancaster Host to be able to meet with the conference committee and review the hotel floor plan for vendor space. We will also review the 1999-2000 annual budget, but the main focus will be our development activities for the year. Additionally, we will review the feedback we have received from our sponsors and vendors who supported the annual conference at the Penn Stater to see what processes we should continue and to learn where we could make improvements.

## Professional Standards & Training Update

Submitted by  
Dana Parker  
President-Elect

Thanks to all of the PASFAA members who served as presenters and site registrars for the 1999 High School Guidance Counselor Workshops. And thanks also to last year's PS&T Committee and the PHEAA Regional Directors for combining to produce the materials for the workshops. Your efforts were greatly appreciated by the guidance counselors. If you would like to view the Power Point presentations, they are available at <http://www.pasfaa.org/linkppt.htm>.





# Planning a Successful Financial Aid Night

Submitted by  
Judy Rile  
Newsletter Editorial Board



It's that time of year again – prospective students and their parents are visiting your campus, the loan checks have all come in, and students are starting to think of spring break plans. That means its time for a Financial Aid Night!

More and more families are becoming aware of the amount of information that is available at high school financial aid nights, especially at programs that feature a financial aid professional who can explain everything in plain English. Whether this is your first, tenth or fiftieth program, the following list should help you plan a fun and informative evening:

1. Find out how many families are expected. If it is a small group, you may be able to hold a more informal program. If the school expects a large turnout, make sure you are comfortable using a microphone and standing before a large crowd. The type of program you offer to a group of 15 will be different from an auditorium filled with 150 parents.
2. Know your audience. If this is the first time you will be presenting at the school, try to find out who was invited to the presentation. Parents of seniors? Parents of juniors and sophomores? Were students encouraged to attend also? The makeup of your audience will determine how much information you present and how in depth you explain a program. Parents of sophomores and juniors just need to know the basics and get a general idea of the process, while seniors are looking for more in depth information and tips.
3. Find out who will be presenting with you. Some schools like to have a lender, guidance counselor and financial aid professional all at the same presentation; some like the FAO to do everything. Ask in advance if this is a solo show or if you will be co-presenting. Even better, contact the co-presenter if you can to review who will cover what topics.
4. Arrive early. Make sure the equipment is operating and the room is comfortable. It also helps to greet people as they arrive (even though you are not the host/hostess!)
5. Use visual aids – PowerPoint is great if the school has the equipment and it works, but overheads work just fine also. Some people are visual, and need to see it in addition to hearing the information. Make sure your materials are current and accurate.
6. Use your own stories and examples (change the names to protect the innocent – and not so innocent!). Families can relate to true stories. Give examples from your experiences about professional judgment and extenuating circumstances.
7. Bring a handout of some sort – people like to leave with something in their hand. Some suggestions include a list of internet scholarship search sites, a calendar or timeline for financial aid processing, or a list of resources for them to use (PHEAA, library, guidance office, etc.). If you don't mind receiving calls from parents weeks (and even months later) hand out your business card.
8. Keep the program generic in nature, and don't comment on specific school programs. Not every school would handle a particular situation the way you do at your institution.
9. Be mindful of time. Most programs run one and a half to two hours to cover everything. Usually, financial aid basics can be covered in 45 minutes, with another 45 minutes to review the FAFSA and other forms, and 15 minutes for questions. After 90 minutes, people will not be able to concentrate on what you are saying. If you find yourself getting behind because of too many questions, offer to stay after the program to answer family-specific issues.
10. Be honest with families, but be positive. They have taken the initiative to come to learn about financial aid. Include information about non need-based programs and alternative funding sources.

Most important – be relaxed and have fun! Financial aid night programs are a great opportunity to meet families in your community and for you to establish good public relations for your institution and your colleagues.

## We've moved!

PASFAA's home page has a new location and a new look.

The domain name has been registered and it is now locate at

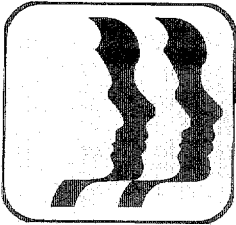
**[www.pasfaa.org](http://www.pasfaa.org)**

Make a visit to the new location and take advantage of the information that we have made available to our members, guidance personnel, students and families.



# Emerging Leader Award Announced

Submitted by  
Bonnie Lee Behm  
PASFAA President



This year, the Executive Council of PASFAA adopted the Emerging Leader Award with presentation of the first award to be announced at the 2000 PASFAA Conference. Criteria for this new award is listed below. During the next few weeks, the Professional Standards and Training Committee (PS&T) will be designing the application form and providing instruction to the membership on how to nominate an individual for this recognition. I hope that all PASFAA members review the criteria closely and think about those "emerging leaders" who will take us into the future of our association. Questions about the new award should be directed to Dana Parker, President-Elect and Chair of the PS&T committee.

## Emerging Leader Award Criteria

To recognize newer members of the Association who have demonstrated extraordinary commitment and interest in PASFAA through their ongoing contributions and service to committees or projects, PASFAA has initiated the Emerging Leader Award. This award will provide recognition to a member of the Association who has, within five years of entering the profession, demonstrated consistent service and potential for leadership in the Association.

- The award will be made to an individual who, within approximately five years of entering the profession, has demonstrated consistent service and involvement to PASFAA and its projects.
- The award recipient must be a current member of PASFAA, active or associate, who has within the last five years entered the financial aid profession.
- The individual is to be recognized for their involvement in any of the recognized association activities such as: committee membership, Hotline participation, assistance with the Newsletter, presenter or moderator at conference or training programs, presenter or registrar at High School Counselor Workshops, etc.
- Any current member, active or associate, could nominate an individual they feel has demonstrated consistent commitment to PASFAA and its activities over the last five years. The nominees will be notified and requested to complete a nomination form documenting their service and involvement to the Association.
- The Chair of the Professional Standards and Training Committee (PS&T) is responsible for solicitation and receipt of nomination forms for the award. The Professional Standards and Training Committee will review the nominations and recommend the award recipient with final approval voted on by the Executive Council.
- A plaque, with an appropriate inscription that recognizes the individual's service and commitment to the Association, will be presented to the individual either at the Association's annual conference or forwarded by mail. Additionally, a letter of commendation will be forwarded to the member's institution.
- A description of the Emerging Leader Award and criteria for selection will be published in the PASFAA Newsletter and the Association website. Additionally, award winners will be listed on the Association Web site.



## Timetable

**April 15** - Nominee names to be sent to the Chair of the Professional Standards & Training Committee

**April 20** - Letters sent to nominees requesting their completion of a nomination form

**May 20** - Deadline for return of nomination forms from candidates being considered for the award

**June Executive Council Meeting** - Presentation of nomination forms to the Professional Standards & Training Committee for review with final approval voted on by the Executive Council.

**October** - Announcement of recipient at the PASFAA annual conference

*Adopted by PASFAA Executive Council, September, 1999*

# Retirement Recognition Program to Begin

Submitted by  
Bonnie Lee Behm  
PASFAA President

In addition to the adoption of the Emerging Leader Award, the PASFAA Executive Council approved the Retirement Recognition Program to formally thank those dedicated individuals who have served our profession over the years. Details regarding the program are found below. Please remember if you or a colleague is retiring during the year to contact Dana Parker, President-Elect and Chair of the PS&T committee so appropriate recognition can be bestowed.

## ***Retirement Recognition Program Criteria***

In order to recognize members of the Association who are retiring, PASFAA has adopted the Retirement Recognition Program. This program will provide recognition and appreciation for years of service to students and families, colleagues and their institutions in the area of financial assistance or the financing of post secondary education.

- Recognition of Retirement is provided to Active or Associate members who have provided approximately 25 years of service and who are retiring within the year.
- Person to be recognized must be a current member, active or associate, of PASFAA.
- PASFAA would be made aware of the retirement by the member directly, a colleague from their institution, or any other member of the organization. Notification of retirement should be directed to PASFAA Council. The Chair of the Professional Standards and Training Committee (PS&T) will be responsible to confirm the status with the individual and prepare the appropriate recognition.
- A plaque with an appropriate inscription that recognizes the individual's years of service to students and families will be presented to the individual either at the annual conference or forwarded by mail.
- Publication of the Retirement Recognition Program will be published in the PASFAA Newsletter and the Association website.



*Adopted by PASFAA Executive Council, April, 1999*

## **Government Relations** ***Congressional FY 2000 Appropriations***

Submitted by  
Ken Grugel  
Government Relations Chair

### ***Around and Around We Go - Where the Buck Stops, Nobody Knows!***

The congressional budget process is a strange game. We think we have elected representatives to express our wishes in DC. We go to the polls each and every fall and spring as we were instructed in Civics 101; yet a small bipartisan team from the House and Senate will really decide what the final version of FY 2000 will be (unless, of course, the President decides to veto the bill and Congress can start the process all over again.)

It appears that the House will not even take its bill to the floor for a vote, in fear that they do not have enough votes for it to pass. They also fear what strange and wondrous riders may be attached to any bill which may get passed. Since the House and Senate could not reach agreement on any bill (keep in mind that spending caps were passed only a few short years ago), the compromise team is looking at a 1.4% cut across the board for Health and Human Resource programs.

Some Title IV programs will be winners in the allocation process. PELL grants may see a \$175 increase and SEOG Grants could see a \$12 million dollar increase. TRIO programs may be the biggest winners with a startling increase of \$45 million dollars! But, President Clinton has stated that he will veto this educational package, because it does not address some of his FY 2000 funding priorities. The proposed bill also reduces the Department of Education funding which will close the department for up to 10 days in 2000, probably just in time for FISAP processing or PELL payment drawdowns. Hopefully, by the time the PASFAA Newsletter goes to press, we will all know how we fared in the FY 2000 appropriations game.





## WASHINGTON UPDATE

Submitted by  
Scott Miller  
Federal Relations  
Director, PHEAA

# FY 2000 Appropriations: Student Aid Funding At Risk

### The Final Agreement

Working late into the night in a variety of "smoke-filled" rooms, Congressional and White House negotiators reached an agreement on spending for Fiscal Year 2000. When the smoke had cleared, both the House and the Senate ratified the agreement on November 18 and November 19, 1999 – some 50 days after the start of the fiscal year.

The end result of this process is a modest increase in overall spending for student financial assistance programs (see chart below). Most of the discussions that had stalled the budget process did not concern funding for the federal student aid programs. Rather, the talks concentrated on funding for elementary/secondary education, especially set-asides for the hiring of new teachers, and the identification of "offsets" for the new spending authorized by Congress and the President. Most significant among those "offsets" is a .38% "across the board" cut in federal spending. However, as Rep. John Kasich (R; OH), Chair of the House Budget Committee, stated during the negotiations, "An across the board cut does not mean that every program gets cut." If that sounds like a bad case of "Washington-speak", you may well be correct. Each Cabinet Secretary will be given some leeway in identifying the specific programs that will have their funding reduced by the across the board cut, although no individual program can be cut by more than 15%. Thus, it is not certain whether, or which, student aid programs could be limited as a result of the across the board cut.

With that as background, below is a table outlining funding for the major student financial assistance programs, without including the impact of a potential across the board cut:

PROGRAM	FY 1999	FY 2000
Pell Grants	\$3,125 maximum	<b>\$3,300 maximum</b>
SEOG	\$619 million	<b>\$631 million</b>
Perkins Loans Capital Contributions	\$100 million	<b>\$100 million</b>
Federal Work Study	\$870 million	<b>\$934 million</b>
LEAP	\$25 million	<b>\$40 million</b>
TRIO	\$600 million	<b>\$645 million</b>
GEAR UP	\$120 million	<b>\$200 million</b>

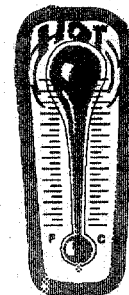
Remember, these funding levels reflect the amount of aid that will be available for the 2000 - 2001 academic year.

### Looking Ahead

The budget process this year was complicated by a number of factors, including the lack of an agreement on shoring up the Social Security program. Until that is accomplished, Congress will be reluctant to dip into the budget surplus (estimated at \$115 billion for FY 1999) to help provide additional funding to education and other programs. In effect, Congress is still acting as if there is a budget deficit and is operating under budget constraints enacted in past years when budget deficits were soaring out of control. The most tangible examples of these measures are the "budget caps" that limit the total amount of funds that Congress may allocate for federal discretionary spending. Due to these caps, Congress was forced to confront some very difficult funding choices this year and resort to a number of budget "gimmicks" to reach agreement on the FY 2000 appropriations package. If and when a Social Security plan is agreed upon, the Congress and the President may feel more comfortable in "spending" some of the budget surplus and may amend their rules to permit such action.

Whether or not the surplus is available for the FY 2001 budget cycle, we must continue to contact our Senators and Representatives to make the case that funding for student financial aid programs should be a national priority. While I am optimistic to think that, in the not-too-distant future, we will be making our case in an attempt to obtain a significant increase in funding, it is just as likely that we will be making our case, as we did this year, to assure that funding levels will not be reduced. Please take the time to contact the federal legislators that represent your school to thank them for the funding increases approved this year, and to remind them that we will need their support next year, as well.

**What's**



**on the Hill?**



## PELA Unveils New Website

Submitted by  
Dana French  
National City



Pennsylvania Education  
Lenders Association

Effective immediately, those interested in learning more about PELA and student loan information can find it at [www.pela.org](http://www.pela.org). Under the direction of webmaster, Vince Scalise, the PELA website went live on December 1, 1999. After many months of work, phase I is open to students and financial aid professionals. PELA wanted the information to be accessible to anyone interested in obtaining information regarding FFELP programs and its participants, alternative loans, debt management and miscellaneous financial aid information. The site contains hyperlinks to individual member sites in the Alternative Loan and Membership Directory areas. Phase II, targeted for Spring 2000, will upgrade the site to allow users to access a searchable database for alternative loans. In addition, PELA hopes to expand the resource base to include pertinent financial aid and scholarship information. Once you have had an opportunity to review the site, please share your comments with any PELA member or e-mail Vince at [vjssuntrust@mindspring.com](mailto:vjssuntrust@mindspring.com). Your suggestions will be crucial to the Phase II expansion.



Several PELA members pose at '99 PASFAA Conference.

PELA members received a sneak preview of the website at the PASFAA conference. Each PELA member is responsible for monitoring and updating his or her institution's information with Vince during Phase I. Phase II will allow you to update your own site. More information is to come regarding lender website responsibilities.

Speaking of the PASFAA Conference, we found that there were some very physically fit financial aid administrators who attended the PELA sessions. Everyone took their turn answering questions and taking a swing at the PELA "prize piñata." Who would have thought that hitting a piñata would be such a great stress reliever. Now if we could only have one in our offices for those rough days! Everyone ended up being a winner and had a good time learning about PELA in the process.

We would like to remind you that there are PELA resources available for use at your financial aid nights, open houses or entrance/exit counseling sessions. As a bonus, PELA members will volunteer to assist you at these functions. Please feel free to approach any member of PELA if you would like to take advantage of our services.

PELA members should plan on ringing in the new year at our next meeting on January 13, 2000 in the Pittsburgh area. If you haven't received specific information, please contact Judy McKenna for details.

## Top Ten Signs That You Bought a Bad Computer

Submitted by  
Dan Wray, Funny Guy on the  
Technology Committee

10. Lower corner of screen has the words "Etch-a-Sketch" on it.
9. It's celebrity spokesman is that "Hey Vern!" guy. Know what I mean?
8. In order to start it, you need some jumper cables and a friend's car.
7. It's slogan is "Pentium: redefining mathematics".
6. The "quick reference" manual is 120 pages long.
5. Whenever you turn it on, all the dogs in your neighborhood start howling.
4. The screen often displays the message, "Ain't it break time yet?"
3. The manual contains only one sentence: "Good Luck!"
2. The only chip inside is a Dorito.
1. You've decided that your computer is an excellent addition to your fabulous paperweight collection.





## BUSINESS, TRADE & TECHNICAL SECTOR

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

Greetings to all Business, Trade and Technical peers. A new beginning is upon us. I would first like to thank and congratulate my predecessor, Mr. Bill Hoyt, for all the hard work and many contributions he has given to us. A job well done!

Now, we must move forward by bringing the issues that matter the most to all B, T and T's to the forefront. The main focus of early part of my tenure is to heighten the communication between us. We need increased interaction between the people of our sector to discuss and resolve the issues that matter most. At times the various training that is conducted through the state does not address the needs and concerns that we may have forcing us to rely on day to day interaction between our various schools and financial aid departments. We need more sector representatives to voice the opinion of our schools. This will only help to bring down the walls of our sector.

As for myself, I have been in the financial world for about 11 years with the last 3 years specifically focussing on financial aid. Currently, I work at Tri-State Business Institute, located in Erie. I also serve as co-chair on Spring Training. We have sites picked for the training and have selected various topics that will be presented. They are all hot topics that are certain to impact us in the coming year.

I would appreciate any thoughts or suggestions that you may have. I will look to you for a little guidance and help through the next two years as your sector representative. You can e-mail me at [rdombrowski@tsbi.org](mailto:rdombrowski@tsbi.org). I look forward to serving all of you in the future. Until next time...

## STATE-RELATED SECTOR

*Submitted by  
George Gerhart  
State-Related  
Sector Representative*

Greetings! Although the annual conference has been over for some time now, I still am on a high. We had the largest number ever of members from our sector in attendance. Some were presenters of workshops and others were involved in planning and conducting the conference as a whole. Thanks to all of you. I enjoyed meeting so many new members there from our institutions. We had a good sector meeting and were able to establish some new contacts for communication throughout the year. I was especially gratified to see more institutions represented for the first time.

It has become crystal clear to me that we have a great deal of talent and experience in our ranks. So, I hope that you will consider volunteering some time during this year for one or more of PASFAA's programs such as the Financial Aid Hotline in January or a training program. As you will read in another article, the Hotline will run over two weeks, so more help will be needed. Through the miracle of modern telephone switching, there is no need for one central location for the volunteers. So, you can sit at your desk in the office or at home to receive calls and avoid driving in potentially hazardous weather.

I'm looking forward to seeing more of you throughout the year at one activity or another. As developments emerge on the consideration of a later deadline for the PHEAA grant for new nontraditional students, I will keep you informed. Thank you for your support of and involvement in PASFAA and for your dedication to the students and families whom you serve.

## NURSING SECTOR

*Submitted by  
Danell Schoemaker  
Nursing Sector  
Representative*

Hello to everyone! I would like to take the opportunity to introduce myself and thank Douglas Vore for doing such a great job over the past two years as the Nursing Sector representative. I know everyone in the nursing schools appreciated all of his hard work in keeping us informed about all relevant information pertaining to the nursing school. I have spent over eight years in financial aid with the past four in the nursing school environment. I truly understand now what it means to "wear many hats." I know that many of you not only perform financial aid duties, but are involved with recruitment, admissions, etc. I am glad that a strong communication exists within the nursing school sector which allows a great form of networking to get our job done!

I am sorry that I missed the last Southeastern Pennsylvania School of Nursing meeting which was hosted by Joyce Calamia at Abington Memorial Hospital School of Nursing on October 22. Topics discussed included Educational Costs for 1999/2000 & 2000/2001, Financial Aid Budgets, Taxpayer Relief Act (1098T), Campus Security Information, Drug Education Information and Voter Registration Information, PHEAA Internet Advisory Users Group, and the PASFAA Conference. Congratulations to Ann Marie Weisman of Episcopal Hospital and Feudi Pandola of Roxborough/Northeastern Hospital who have been appointed to the PHEAA Internet Advisory Group. I will be receiving additional information from the meeting and would be happy to share any items of interest with you.

Please feel free to contact me if you would like any issues discussed at Council or if you would like any items of interest included in the next newsletter. I can be reached at (610) 988-8958 or [rhsn@fast.net](mailto:rhsn@fast.net).

## SSHE SECTOR

*Submitted by  
Jim Zuzack  
SSHE Sector  
Representative*

Greetings to all SSHE colleagues. I am pleased to begin my term as your sector representative to PASFAA. Let me know if I can be of help with any events or with any concerns you may have regarding the SSHE sector as a whole.

SSHE held its annual sector meeting at the PASFAA conference in October. Many issues were up for discussion as we exchanged ideas from each institution. We also welcomed our newest director to SSHE, Darcie Stephens. Darcie started at Mansfield University in August of this year. We all wish her the very best!

SSHE was represented by Bill Srsic of IUP and by myself at PHEAA's annual DataLink Advisory Board meeting held in mid-October. A number of ideas were "tossed around" for PHEAA's DataLink and MIS staff to consider for improving and enhancing the system.

Planning has begun for our annual Spring meeting. Any suggestions or ideas regarding the meeting are welcome. Please contact me at (724) 738-2219, [james.zuzack@sru.edu](mailto:james.zuzack@sru.edu) or CG00351.

## INSTITUTIONAL SUPPORT SERVICES SECTOR

*Submitted by  
John Southwood  
Institutional Support  
Services Sector  
Representative*

The annual PASFAA conference provided attendees the opportunity to learn about PHEAA's newest initiative: PHEAA/American Education Services Mentor Program. This interactive Internet site will link students and educational institutions to provide access to a host of new initiatives. PHEAA also provided several technology sessions during the annual PASFAA conference.

PASFAA and PHEAA have co-sponsored a wonderful financial aid resource manual, which has been distributed to high school counselors who attended the fall High School Counselor workshops held around the state.

Pennsylvania Education Lenders Association (PELA) held two sessions during PASFAA, one covering alternative lending, and another that provided an update of the organization. New from the lenders is a web page and an updated directory with more new members.

PELA's next meeting is scheduled to be held January, 2000 in the Pittsburgh area. Items on the agenda include a visit from USAGroup to review NetWizard, update on the status of our website, Spring Training and how PELA can assist, PHEAA and its VFA project submission and additional topics.

PASSCAC currently is supporting a large number of regional College Fairs. This year, five of the sites have been selected to allow lenders the opportunity to display and talk to students and families. The lenders thank PASSCAC for this opportunity, and would like to see this program continued.

May I thank everyone for the opportunity to serve as Institutional Support Services Sector Representative. I look forward to serving everyone within this sector group, as well as representing all of us as a PASFAA Council member.

## PUBLIC TWO-YEAR SECTOR

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

The Public Two-Year Sector met at the Holiday Inn, Carlisle, PA on Thursday November 4 and Friday November 5. On Thursday, the meeting began with a brief council update and then discussion ensued on the following agenda items: Reauthorization, Return of Title IV funds, Virtual Community College, Statewide Refund Program, Dependency Overrides, Religious Groups on Campus, Home School Students, Athletic Programs, The New Economy Technology Scholarship Program, and Budget Issues.

On Friday morning we had two great guest speakers from PHEAA, Janet Weiss, Manager Automated Loan Systems, and Kristin Dyer, Loan Communications, who joined us to discuss the MPN and the New Guaranty system.

The meeting was very well attended. There were 19 representatives from 13 different colleges. The roundtable discussion, along with the guest speakers, provided an opportunity for great information sharing. We also conducted a "mini-forms fair," exchanging forms that we currently use at our institutions. The spring meeting will be in late March at the same location.

## PRIVATE SECTOR

*Submitted by  
Ethel Desmarais  
Private Sector  
Representative*

I want to thank Tracey Berton for doing a great job as private sector representative last year and for arranging such a powerful sector meeting at this year's PASFAA's conference. Accolades and gratitude to Clarke Paine and George Glaze for well-delivered presentations on topics that can be difficult to talk about but effect us all.

On November 16, I attended the first of four one-day meetings sponsored by the Education Services Group of PHEAA on four-year private sector issues. Highlights from my note taking that day follow.

Mary Beth Kelly distributed the changes to the 2000-01 FAFSA. Mary Beth reminded us that now is the time to send comments to ED about changes they would like to see on next year's FAFSA. Since she sits on the planning committee, she asked to be copied on any comments sent to ED. She also reported that none of the incorrect FAFSAs were distributed to PA schools. Mary Beth also spoke about the New Technology Scholarships (NETS). PHEAA is implementing NETS within a short time frame this initial year, with many of the administrative procedures still to be determined. Mary Beth distributed a draft of the school's certification requirements.

Rick Irvin commented that the majority of the changes in the new FFELP regulations effect lenders and servicers, and do not apply to schools. Schools must update their consumer information to include information about the MPN and the availability of the newly created loan ombudsman in our Entrance and Exit consumer materials. Policy updates for the Common Manual should arrive soon. PHEAA will be implementing a new guaranty system in March 2000 and offering workshops on the new system in January and February. Schools using Common Line will not be impacted, but those schools using Direct-Link (PALS) will need training in navigation and loan certification.

Mike Kelliher distributed a copy of PHEAA's Application for a Voluntary Flexible Agreement. PHEAA's approach differed from the other guarantors who applied because it addressed loan processing "from cradle to grave." Mike and the PHEAA staff are optimistic about PHEAA's chances of being selected. Ed Cunningham elaborated on PHEAA's use of the name "American Education Services" to market their products and services to schools outside of Pennsylvania. SLSC has extended their hours to M-F, 8 to midnight and Saturday, 8-4.

Thank you for the opportunity to serve as the four-year private sector representative. Please let me hear from you.

## INSTITUTIONAL AT-LARGE SECTOR

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

By the time you receive this newsletter, the High School Counselor workshops will have been completed. A big thank you to those who served as a site registrar or a presenter. At the conclusion of the 38 workshops, we will have registered and presented to over 1100 high school counselors. That is awesome! Our association could not have been successful in reaching that many individuals without your time and help. If you have comments or suggestions for next year, please be sure to pass them along to me.

If you have a question or need information on some aspect of PASFAA, but you are not sure who to ask, feel free to contact me. Perhaps you have an idea or a suggestion that you would like discussed at a future Council meeting. In my role as At-Large Sector Rep, I will be happy to present it for you. I can be reached at [jasalem+pitt.edu](mailto:jasalem+pitt.edu) or 814-269-7037.

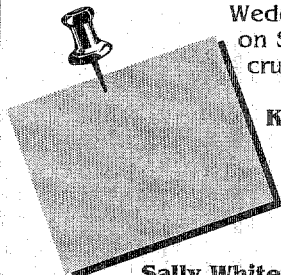


## FROM THE EDITOR'S DESK

The turning of the calendar page to start a new century seems a fitting time to ponder what direction our profession and our Association will take in the next hundred years. Lucky Hill, PASFAA's first historian, chronicled, in her retrospective, the humble beginnings of a feisty little group known as PASFAA. Some 30 years later, this same organization was able to boast of having 700 members in 1998-99. Quite an accomplishment, but not surprising when you look at the dedication of the people who make up the backbone of this Association. As you read the articles in this issue, you will see how dynamic and vibrant PASFAA continues to be. With a new line-up of officers, sector reps and committee chairs for 1999-2000, it is certain that the training, activities and camaraderie this fine Association offers will entice you to want to participate and share your knowledge with fellow aid folks across the state. Join us in PASFAA's journey into the next century.

*Joan L. Holleran*  
Joan L. Holleran  
PASFAA Newsletter Editor

## PASFAA BULLETIN BOARD



Wedding bells rang for **Tracey (Long) Berton**, Ursinus College, who married Jason Berton on September 18. The newlyweds honeymooned at Disney World and went on the Disney cruise. Tracey also was promoted to Associate Director of Student Financial Services.

**Karen Fox**, Lancaster Bible College, was promoted to Director of Financial Aid. Good job!

Congratulations to **Ragan Watson**, Clarion University, who was reclassified as an Associate Director of Financial Aid and is also engaged to be married in March 2000.

**Sally Whiteman**, PNC Bank, is also recently engaged and is planning an October 2000 wedding. Best wishes, Sally!

Welcome **Darcie Stephens**, Mansfield University, who replaces Tim Millard as the new Director of Financial Aid. Darcie was formerly an assistant director in financial aid at the University of Dayton, Ohio.

**Kimberly Irby**, East Stroudsburg University, returned to her undergraduate alma mater as Financial Aid Counselor. Kim was formerly the financial counselor at Temple University's School of Dentistry.

**Marykay McCaughan**, Villanova University, was promoted to Associate Director of Financial Assistance. Villanova also welcomes **Claire Tatlow**, formerly of Philadelphia University, as Financial Assistance Counselor.

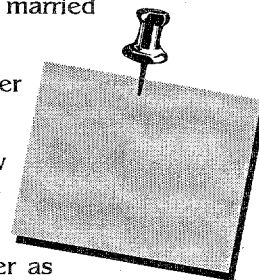
Congratulations to **Dwight** and **Karen Horsey**, Millersville University, on the birth of their son, David Austin, October 14. Baby David weighed in at 7 lbs. 12-1/2 ozs. and joins big sister, Dayna, who is four.

**Lynn Jakub**, Chatham College, was promoted to the Director of Financial Aid. Congratulations, Lynn!

**Michael Bertonaschi** recently left Chatham College to pursue an interest in financial consulting. PASFAA and his many friends will miss working with him on a daily basis. We wish him well.

Community College of Allegheny County - Boyce Campus welcomes **Jennifer Fedele** as its new Director of Financial Aid.

Congratulations to **Gary Means**, Westmoreland County Community College, on his appointment to the new position of Director of Admissions and Financial Aid.



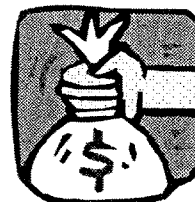
**We want to recognize and thank the following sponsors who are providing generous support for PASFAA activities for the 1999-2000 fiscal year:**

**Platinum (\$8,000 and above):** PHEAA, PNC Bank, SallieMae

**Gold (\$6,000 - \$7,999):** Citibank, Educaid - a First Union Company, Fleet Bank, Key Education Resources, Mellon Bank

**Silver (\$4,000 - \$5,999):** AMS Education Loan Trust, Chase Manhattan Bank, National City

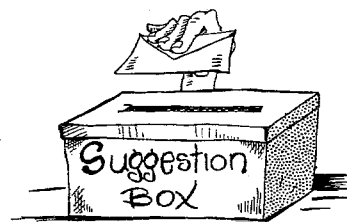
**Bronze (\$3,000 - \$3,999):** Access Group, Inc.



## Conference 2000 Plans Underway

*Submitted by  
Barbara Kretsch  
2000 Conference Chair*

Get ready to experience the charm and ambiance of Lancaster County, where "memories last a lifetime"! The Host is Lancaster County's only full service resort and boasts an 18-hole championship golf course with driving range, night-lit putting green, miniature golf, indoor swimming, two restaurants, two lounges and 200 factory outlet stores within one mile! So get your credit cards and walking/golf shoes ready for PASFAA 2000! The conference committee is anxious to hear your ideas, and we look forward to making your 2000 conference "just plain fun" in Lancaster County!



### 2000 Conference Committee Members:

Barbara Kretsch, Chair  
Tracey Berton  
Kathy Blaisdell  
Ken Brown  
Diane Fegely  
Nancy Harvey  
Marykay McCaughan

Johnson Technical Institute  
Ursinus College  
Franklin and Marshall College  
Harrisburg Area Community College  
Kutztown University  
PNC Education Loan Center  
Villanova University

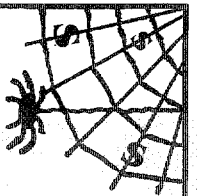
*We hope you enjoy this new feature about what it's really like to work in financial aid. Please send your humorous experiences to the Newsletter Editor for future issues.*

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

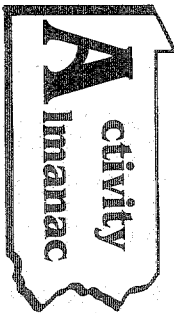
*Submitted by  
Patty Hladio  
Newsletter Editorial Board*



It was a Friday afternoon one October, a student payday in fact. I was a bit surprised (OK, well not really) to pick up the phone and hear a grumbling parent on the other end. "Why hasn't my daughter gotten her work-study paycheck? She stopped by the payroll office and they still don't have a check for her! She's been working almost two months now!" I tried to calm the mother down and had formulated those basic questions in my mind that might help unravel the answer. But before I even got to the questions about I-9's, W-4s and job contracts, I discovered the answer to the missing paycheck problem right away when I asked, "Which department does your daughter work in?" "Department?" the mother said confused, "She works at McDonalds!"



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



**March 10, 2000**

**Teleconference**

**April 2000**

April 4  
April 13

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

**May 21-24, 2000**

**EASFAA 2000 Conference, Connecticut**

**June 12-16, 2000**

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

**June 12-15, 2000**

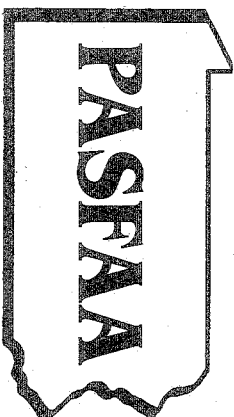
**Financial Aid Basics (Non Financial Aid Personnel), Dickinson College, Carlisle**

**July 9-12, 2000**

**NASFAA 2000 Conference, Washington, D.C.**

**October 15-18, 2000**

**PASFAA 2000 Conference, Lancaster, PA**



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

