

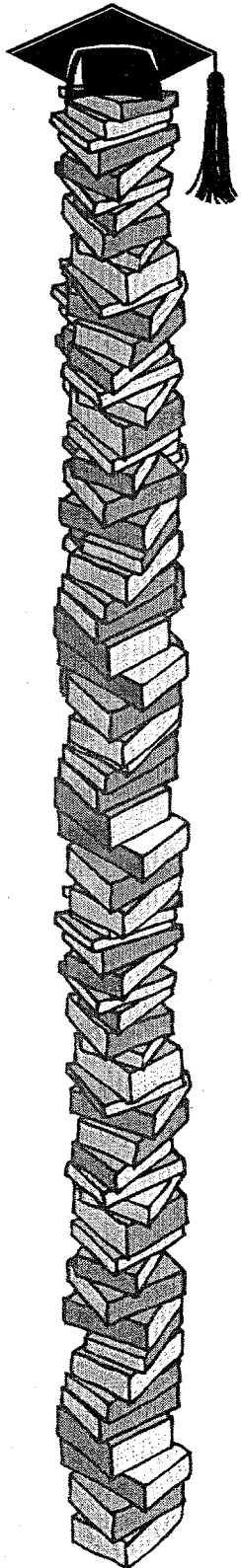
pasfaa

Pennsylvania Association of
Student Financial Aid
Administrators

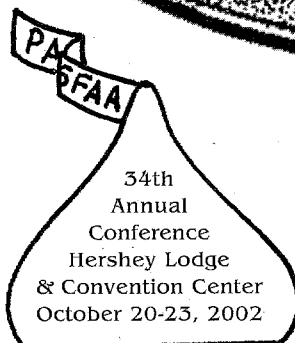
NEWSLETTER

VOLUME 35, NUMBER 1

Winter 2002



Cover design by Brian Blackburn, Newsletter Staff



FEATURES

- President's Letter
- 2001 Conference Coverage
- Member Service Awards
- Election Results
- 2000-01 Financial Report
- Spotlight on Tech. Advisory Group
- Past President's Club
- What Would You Do?
- PELA News
- Sector and Committee Reports

2001-02 PASFAA EXECUTIVE COUNCIL

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Editor Excerpts

1. NEWSLETTER EDITORIAL BOARD FOR 2001-02

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Dana French	Kathy Myers	Sherry Youtz

2. PUBLICATION SCHEDULE

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

Spring 2002 issue:	articles due February 15
Summer 2002 issue:	articles due May 15
Fall 2002 issue:	articles due July 15
Winter 2003 issue:	articles due November 15

3. IMPORTANT MESSAGE

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

PASFAA Potpourri

1. MOVING? CHANGING POSITION OR TITLE?

PASFAA membership belongs to the individual, not the institution. All changes in name, address, title, etc. should be submitted to Dana Parker, Financial Aid Office, West Chester University of PA, 138 E.O. Bull Center, West Chester, PA 19383 or dparker@wcupa.edu. The 2001-02 membership list is maintained at West Chester University of PA.

2. 2001-02 PASFAA COMMITTEES

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

3. MEMBERSHIP IN PASFAA

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

4. LETTERS TO THE EDITOR

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

5. PASFAA HOME PAGE

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

LETTER FROM THE PRESIDENT



Greetings PASFAA Members:

It is hard to believe that a whole year has gone by and it is time for me to assume my term as PASFAA President. I am honored to have been nominated and voted into this office. I promise to do my best to continue the excellent leadership that our organization has had in the past years.

I have always been impressed with the membership in PASFAA and how willing people are to help each other. There are a number of great people in PASFAA that have a lot of knowledge and experience in financial aid. I hope to encourage more people to volunteer to serve on a committee or become more involved in some way to make this organization even better. This is one of my goals for the year – to increase the number of volunteers and especially encourage new people to get involved.

A few weeks before the conference, I sent out a volunteer form for members to complete and return to me. I received about 30 before the conference and I got another 35 more during and after the conference. These names were given to the committee chairs to help with forming their committees. The form is posted on our website for those members that still wish to volunteer. Some committees are already formed, although certainly not all, but not everybody that volunteered may be selected for a committee. I plan to respond to people who were not selected to let them know that we may need some help in the future and to thank them for volunteering.



Along with volunteerism, I plan to continue the review of issues and suggestions that were brought up at our PASFAA retreat held November 2000. There were a lot of good ideas discussed and some proposed changes that will benefit our organization are in the works with more to be considered.

Finally, I would like to thank Nan Sninsky and her conference committee for putting together a great conference. I am sure those who attended had a good time as well as an opportunity to attend some informative sessions. (I liked my caricature that I had done at the conference so much that I decide to use it for my picture for this issue of the newsletter.)

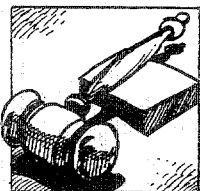
I hope everyone enjoyed the holidays and has a good start to the spring semester. If you have any questions, ideas or concerns about PASFAA, please contact me.

Sincerely,

Gary A. Means
PASFAA President

2001-02 PASFAA Council

Submitted by
Dana Parker
Past President



The results from the 2001 PASFAA elections are in. I am happy to report that none of the ballots had hanging chads, and there have been no challenges filed. Congratulations to all those who won and thanks to all those who ran for office!

Executive Council

PresidentGary Means, Westmoreland County Community College
President-ElectBob Thorn, California University of PA
Past PresidentDana Parker, West Chester University of PA
Vice PresidentKen Grugel, Clarion University of PA
TreasurerRon Dawson, Philadelphia University
SecretarySuzanne Sparrow, Ursinus College

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PrivateM. Clarke Paine, Elizabethtown College
State-RelatedRobert Snyder, Pennsylvania State University
SSHEPatty Hladio, Slippery Rock University of PA
Business, Trade & Technical ..Rhonda Moore, Metropolitan Career Center
NursingTracey Wassel, Citizens School of Nursing
Institutional Support ServicesJohn McKenna, Educaid, a First Union Company
At-LargeMargaret Hynosky, University of Scranton

* Elected by Council to serve until the 2002 conference.



(l to r) Dana Parker, Gary Means and Bob Thorn - past, present and president elect presidents.



The new Council was already hard at work at their opening meeting at the conference.

Thanks to all those members who cast ballots for the open positions. Although some seats were uncontested, PASFAA members came to the PASFAA booth and voted in a show of support for the candidates and for the association.

Council meetings for the remainder of 2001-02 will be held February 10-11, April 7-8, and June 2-3 at PHEAA. Please contact your sector representative or any member of Council if you have issues you would like to have addressed at the Council meetings.



Gary Means watches as a PASFAA member casts her ballot.



Incoming and outgoing Council and committee chairs posed at the Council meeting at the conference.

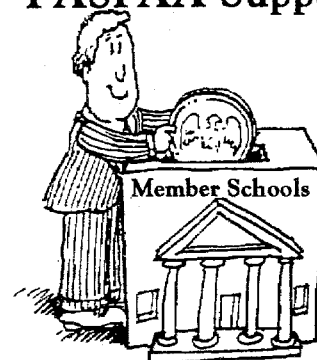
PASFAA Scholarships Awarded at Conference

Submitted by
Gary Means
PASFAA President

At the 2001 annual conference, PASFAA was able to award 10 scholarships for \$1,000 each to member schools. The recipients were selected at random from the membership list. Winners did not have to attend the conference to be eligible for selection. Hopefully, more scholarships will be able to be offered next year as well. The idea of awarding scholarships came out of discussion from last year's retreat and is a way to reward membership in PASFAA and help students with their costs of education. The following schools are the scholarship recipients:

- Academy of Medical Arts and Business
- Allentown Business School
- Central Pennsylvania College
- Community College of Philadelphia
- Consolidated School of Philadelphia
- Indiana University of PA
- Peirce College
- UPMC Shadyside School of Nursing
- Valley Forge Christian College
- Valley Forge Military Academy & College

PASFAA Supports



PASFAA Members: We Need Your Help

Submitted by
Dana Parker
Past President

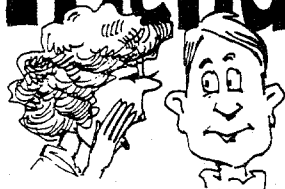
As the current keeper of the membership database, I have three requests of current PASFAA members:

Check Your Mailing Label Accuracy

- Please check to be sure that the mailing label attached to this newsletter is correct. Should you have any changes either now or in the future, please notify me by mail – Dana Parker, Financial Aid Office, West Chester University, West Chester, PA 19383 or e-mail at dparker@wcupa.edu.



Tell a friend!



Encourage Non-Members to Join PASFAA

- If you know of a friend or colleague who is currently not a PASFAA member, please pass this newsletter on to them and remind them that they can join or renew their membership by downloading and completing the Membership Application (found on the Association website at www.pasfaa.org.) Consider the many personal and professional opportunities that the conference, spring training, awareness activities, teleconference, etc. offer to new and experienced aid administrators, and encourage your colleagues to join.

Offer Suggestions for Programs

- If you have questions, concerns, or ideas for training or programs that PASFAA can offer, I encourage you to contact your sector representative or any other member of Council.



Suzanne shows off the new PASFAA pin for members at the PASFAA booth.

Financial Aid Mysteries Solved



The Conference Committee stuffs gift bags with goodies.

A total of 473 conferees celebrated the magic of PASFAA at the annual PASFAA conference October 21-24 at the Seven Springs Mountain Resort. Professional and personal development was the focus of this year's conference with sessions on such topics as office politics, time management, conflict resolution, professional speaking, organizational change, positive self-talk, and nutrition. Conferees had plenty of opportunity to brush up on the latest in technology with sessions focused on e-signatures, computer user meetings, and website development and maintenance. Whether a first-time conferee or someone who has attended the annual PASFAA conference for many years, the broad range of topics at this year's conference included something for everyone!



To those who attended the conference, wasn't it worth disappearing from your office for a few days to capture the magic of PASFAA to solve the mysteries of financial aid? After attending sessions and talking with colleagues, it was great to unwind and relax with the entertainment provided by the many conference sponsors.

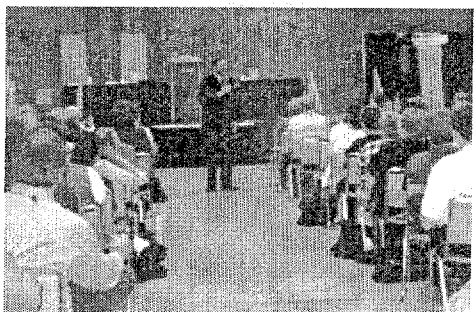
Registration began on Sunday, October 21. Four sessions were offered on Sunday, followed by the opening business meeting complete with prizes for the lucky attendees. Sunday's dinner was followed by a medley of songs from several Broadway shows, beautifully performed by Point Park College Theater Arts students. Later in the evening, for the PASFAA conference goers who love their oldies, the ever-popular Vogues entertained the troops in the Matterhorn Lounge.

Monday offered 24 sessions from which to choose and segmented meetings by sector followed by a night of fun and mystery. Monday's entertainment was a hoot! The interactive murder mystery dinner featuring Special Officer John Spencer, Donny Cocktail, Judy and Chip Rockwell and, of course, the very lovely, the very talented, Sandy Beach. Attendees had lots of opportunities to interact with the cast members to help figure out who killed John P. Dooley. Whether your thing is hitting animals with golf balls or chasing down purse-snatchers in airports, the evening proved fun for all who attended. To top it off, every attendee received a reusable camera to help capture the highlights of the evening including the DJ and dancing that followed.

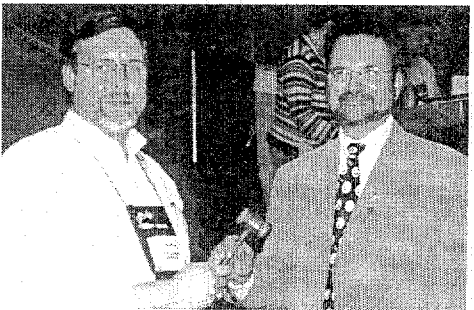
There were 18 more sessions to choose from on Tuesday in addition to the computer users segmented meetings. The General Session was a presentation by Scott Friedman, motivational humorist and author, who got the crowd laughing with his amusing tips on how to face fears, conquer burnout, and overcome stress through the artful use of humor at work and at home.



Bonnie Lack (left) and Michale Schneider at the Chase booth.



Scott Friedman showed the crowd "The Best Way to Predict the Future is to Create It!"



Outgoing president, Dana (left) presents the ceremonial gavel to incoming president, Gary.



"Sandy Beach" flirts with David Eber at the Murder Mystery Dinner.



Clues told the story of "who done it".

Through the "Magic" of PASFAA

Submitted by
Betty Casale
2001 Conference Committee

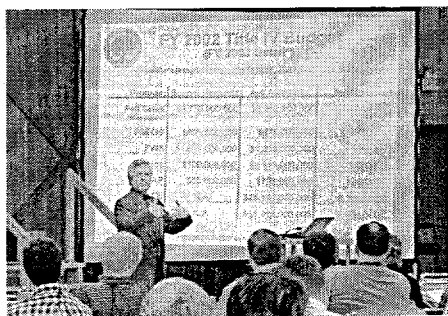


Smiles all around at the Magical Marketplace.

The presidential gavel was presented to Gary Means of Westmoreland County Community College. To add to the excitement, PASFAA sponsors and vendors generously raffled off their fantastic giveaways at the closing business meeting.



The finale for Tuesday was the Magical Marketplace complete with theme-related entertainment booths which provided fun galore! Conferees were mystified by tarot card readers and amazed by a magician, entertained by an amazing strolling juggler, bedazzled by crazy balloon hats, and intrigued by a handwriting analyst! Photos were provided for anyone who wanted to remember the magical moments and attendees enjoyed looking through the pictures the next morning as the conference came to a close.



Jeff Baker brought federal budget news.

On Wednesday, the federal update and the AES/PHEAA updates were offered. Afterwards, everyone picked up their box lunch and headed home to mark their calendars for next year's PASFAA Conference, October 20-23, 2002 at the Hershey Lodge and Convention Center.

Lastly, a big PASFAA thank you goes out to all the conference sponsors and volunteers whose generous support makes the annual PASFAA conference the outstanding event that it is! Without them, we could not have experienced the magic of PASFAA or solved the mysteries of financial aid in such a big, memorable, enchanting way!

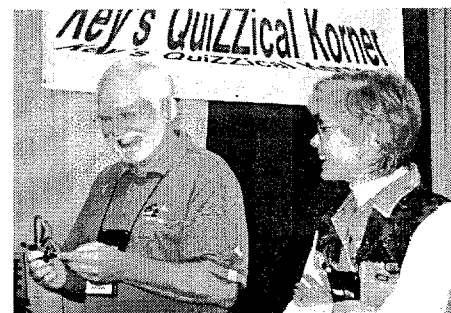


Remember this guy in the Magical Marketplace?



Relaxing in the Maltterhorn Lounge.

Conference photos throughout newsletter courtesy of Cherie Deemer, Cathy Demchak, Dana French, Greg Gearhart, Cindy Haney, Randy Harmon, Bonnie Lack, Judy McKenna, Robert Moore, Michiale Schneider and Chris Zuzack



Brandi Darr looks on as Rick Sparks tries a Key puzzle.

Conference Community Service Project a Success

Submitted by
Sheree Fetcho
2001 Conference Committee

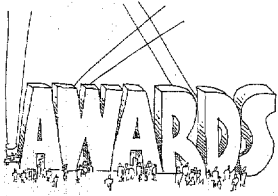
The PASFAA Conference Committee would like to thank everyone who contributed to the Book Drive. We had an overwhelming response! We collected 679 books and raised \$547 through the sale of raffle tickets. Two organizations in the conference locale received the donations: 181 children's books were given to Somerset County Reading Association and 498 adult books were given to Washington County Literacy Council. Also, the money that was donated will be equally distributed between the two organizations. Both agencies are very excited about the success of our book drive and are very grateful for the donations. Our lucky winner of the Seven Springs weekend getaway was Linda Ankeny, from Washington & Jefferson College, who donated over 60 books! Congratulations, Linda. Thanks again to all who generously donated and helped make our community service project a success!



(l to r) Sheree, Sherry and Patty show some of the donated books.

2001 Membership Service Awards

Submitted by
Dana Parker
Past President



At the PASFAA Conference's annual Membership Luncheon on October 23, 2001, several members of the Association were recognized for their service to the organization. Congratulations to our award recipients, and thank you to them for all of their dedication and hard work on behalf of PASFAA.

Distinguished Service Award

The Distinguished Service Award is given to individuals who have made significant contributions to PASFAA through leadership, activities, and/or research in financial aid. It recognizes service to our association over a period of professional involvement, and not a single activity.

Our recipient this year, **Georgia Prell**, has served as a sector representative, hotline participant, presenter, moderator, committee chair, and President of PASFAA. Georgia conducted our Association's first planning retreat, which was responsible for many substantive and positive changes. She also agreed last year to serve as chair of the Finance & Development Committee. And she returned for an encore to lead our second planning retreat.



Georgia Prell is presented the Distinguished Service Award

This year's recipient is truly distinguished in her service to Pennsylvania and the profession.



Julie Salem received the Leadership Award.

Leadership Award

The Leadership Award is given in recognition of significant contributions to the Association through outstanding leadership. It is recognition that the Association does not necessarily make every year.

This year the Leadership Award was presented to **Julie Salem**. Having just completed two years on the Executive Council at last year's conference; Julie returned to her office anticipating a break from PASFAA meetings. But after the planning retreat in November produced a recommendation to move the Guidance Counselor Workshops to the Training Committee, she accepted the call to chair that project. She led a new committee in one of our largest and most important outreach activities – and many of you saw the results as you used her committee's material when presenting at the workshops this fall.

Emerging Leader Award

Two years ago, Council voted to present a new award to encourage and recognize those newer members of our Association who have demonstrated extraordinary commitment and interest in PASFAA through their ongoing contributions and service to committees or projects. This award is given to an individual who is relatively new to the profession, and who has demonstrated consistent service and potential for leadership in the association.

This year the Emerging Leader Award was presented to **Jen Liedtka**. As Chair of the Financial Aid Awareness Committee, Jen organized the Hotline and recruited PASFAA volunteers to represent the Association at several admissions fairs across the Commonwealth.



Jen Liedtka earned the Emerging Leader Award.

President's Award

As PASFAA president, I had the honor of presenting the President's Award to an individual who provided exemplary service to the Association and assisted me in carrying out the goals of the Association.

The President's Award was presented to George Gerhart. George just completed his second term as the State-Related Sector Representative. During his four years on council, George made sure the Executive Council carefully and correctly considered all motions. He was always there with just the right insight when it was needed most. He served as a great compass, keeping us pointed in the right direction.



George Gerhart (right) accepts the President's Award.



Legislative Process Needed More Than Ever

"Rapid Response" Volunteers Needed

Submitted by
Ken Grugel
PASFAA Vice President



The tragedy of September 11 has made us all more aware of what it means to be an American and what freedom is really all about. Night after night we can watch the evening news and hear of what area of government is being reviewed for a possible overhaul, what new precautions we will have to take when we travel, and what new pieces of legislation are being introduced in Congress to protect our rights.

As professional educators and financial aid administrators, we need to keep informed of pending legislation that will affect our students and our campuses. Just as we listen intently to the nightly news concerning world events, we also need to be well versed in what Congress has in store for the coming fiscal year. In two years, we will be once again going through the Reauthorization process. NASFAA has put together its Reauthorization Task Force, and EASFAA has been requesting comments for the Fed Up initiative of Rep. Buck McKeon (R, CA). The Government Relations Committee of PASFAA will be taking on a similar challenge with the development of our own Reauthorization venture. Additional details on this Task Force will be forthcoming in the spring edition of the Newsletter. In the mean time, you may wish to consider being a member of the "Rapid Response" network that will be called upon to write, call, or e-mail your congressional representatives about specific pieces of pending legislation.

If you are interested in becoming a "Rapid Response" volunteer, simply e-mail your name, institution, and locale, to Bob Snyder, Assistant Director of Financial Aid at Penn State University, rms5@psu.edu. We would like to have PASFAA members from every congressional district join the team. This is an ideal way for new members to become involved in their state association.



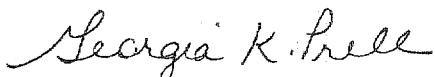
Award Recipients Express Thanks

To my friends and colleagues of PASFAA:

I would like to express my sincere gratitude to PASFAA for honoring me with the **Distinguished Service Award** at our recent conference. What a wonderful surprise to receive such recognition.

I am thankful for the award, but more importantly, I am thankful for the opportunities that PASFAA and the financial aid profession has afforded me and for the friendships that I have developed over the years. The people are what make our profession special – such caring, warm folks. It is the friendship and camaraderie that I cherish most from my involvement in the professional activities of our association. Thanks to all of the people who have worked with me over the years, my colleagues, my terrific staff at East Stroudsburg University and my family. Without their support and encouragement, my service would not have been possible.

My sincere thanks to you, PASFAA Council, and to the PASFAA membership at large for this award and for allowing me to serve. I will long honor and cherish this award.



Georgia K. Prell, East Stroudsburg University

Dear Dana:

I was deeply honored and touched to be chosen as the recipient of the **Leadership Award** for chairing the Guidance Counselor Training workshops. I was truly surprised to have been selected out of the many dedicated volunteers who give so generously of themselves to our association. Working with this Committee was a wonderful opportunity to develop and provide a quality program for the Guidance Counselors throughout the state. I am grateful for having had this opportunity. Thank you for this recognition.



Julie Salem, University of Pittsburgh at Johnstown

Dear Friends,

It's difficult to put into words the feelings of honor and gratitude for the **President's Award** presented to me at the conference. The quick "Thank you!" on the podium was hardly an adequate expression.

I appreciate Dana Parker's kind remarks about my service to the Association. I thoroughly enjoyed every moment of my service on the Executive Council as well as on various committees and projects over the years. There have been so many dedicated and genuinely nice people in positions of leadership in the Association. I have learned much from so many of you. Until I had the opportunity to serve in a broader capacity, I did not fully understand the complex scope of the work and different situations in other institutions and in the lending community. My service to my own students has been enhanced as a result of my involvement with all of you. For that I am extremely grateful.

The personal friendships that I've established with many of you over the years are very special to me. I've appreciated your expressions of congratulations. I'm looking forward to continued service on different committees this year and to meeting more of you. I wish you all good health, happiness, and success. Thank you, again, very much.



George Gerhart, Penn State-Shenango Campus

Dear Dana and members of PASFAA,

What a pleasant surprise it was to be recognized as an **"Emerging Leader"** at our annual conference. Whenever we can surround ourselves with good people, we are all the better for it. Such is the case with PASFAA. Working with and learning from so many dedicated individuals makes involvement in this association an incredibly worthwhile experience. I appreciate the opportunities I've been given to do so, as well as the kind gesture of this award.

Jen Liedtka

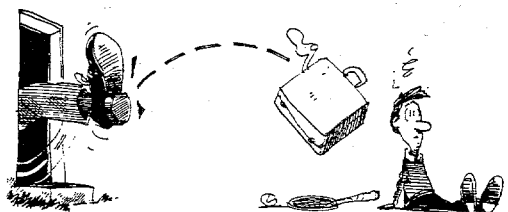
Jennifer Liedtka, Lebanon Valley College

The newsletter launches a new feature designed to stimulate thought about how you would handle a situation involving professional judgment, an ethical question or other sticky issue. Send your responses and suggestions for future topics to the editor.

What Would You Do?

*Submitted by
Judith Rile
Newsletter Editorial Board*

A student has come into your office at the urging of the college counseling center. She reports that she has a balance due for the semester. You review the billing statement and see that all aid has been properly applied. Her parents participate in a monthly payment plan that is current to date. She has no additional eligibility for financial aid.

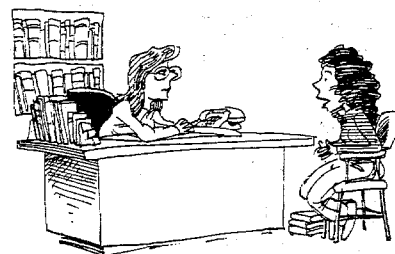


The student tells you that her parents have kicked her out of the house and refuse to support her any longer. They have told her she is not welcome in the household, and she is not to plan on staying with the family during the upcoming fall break or for the Thanksgiving holiday. The student also tells you that this has been an on-going affair. Her younger sister was also told to leave the household, but has since returned.

The student herself spent her senior year in high school living with friends because the parents forced her out.

The first thought that comes to mind is to ask for supporting documentation to consider the student independent based on lack of parental support. You ask the student for a letter from the family that housed her during high school, but she replies that she cannot because the family is a good friend of her parents. The high school guidance counselor is also a friend of the family. Other neighbors are not aware of the situation. Although her parents have paid in monthly installments thus far, the student indicates they refuse to make any more payments. Health insurance has been provided by her father's employer although the student doesn't know if it will continue.

The counseling center and her faculty advisor are insisting that the information they have received supports the student's statements that she receives no parental support. They cannot give you specific information because of privacy concerns. The limited information you have makes you uneasy about using professional judgment to change her dependency status. **What would you do?**



Pennsylvania Financial Aid Training Program

Submitted by
Randy Harmon
Chair, Training Committee

2001-02 Training Year Begins with Fundamentals

If you were ever involved in sports as either a participant or a spectator, you know that many of the problems athletes have are due to poor fundamentals. The golf swing that causes the ball to slice, the poor foul shooting of a basketball player, or the hitting slump of a baseball player can all be problems caused by not adhering to the basic fundamentals of the discipline. With financial aid, it is the same thing. The subsidized loan that should have been an unsubsidized loan, the Pell grant that wasn't calculated correctly, or the missing entrance or exit interview from the file when the auditor was in your office may be the result of not taking care of the fundamentals. It seems appropriate then that each year the financial aid training begins with the **Fundamentals Workshop**. The Fundamentals workshop always takes place the Saturday and Sunday prior to the PASFAA Conference and is targeted toward the new financial aid officer with less than one and a half years of experience. This year's workshop was held at Seven Springs on October 20-21 with 33 attendees. The training committee thanks:



Greeting arrivals at the Fundamentals Workshop.

Committee

Wendy Dunlap (Chair)
Linda Malchano (Co-Chair)
Erin Fritz

Faculty

Alisa DeStefano
Donna Wilkoski



Fundamentals attendees hit the books.



Donna Wilkoski addresses "fundies" participants.

The Fundamentals Workshop brings together new aid administrators and "seasoned veterans" for an intensive two days of learning the "in's and out's" of working in a financial aid office. Attendees leave with a comprehensive manual as well as the beginning of a network of colleagues-turned-friends who they are encouraged to stay in touch with as their learning process continues. The Fundamentals Workshop is an excellent primer for those new to the profession who may not be able to attend the lengthier Don Raley Institute held in June or who begin working in aid close to the time of the annual conference.

Another training program offered recently was the **Support Staff Seminars**, which ran December 4-12. This is a great program to help train those important support personnel in our financial aid offices, who help to make our financial aid services run more efficiently. The training committee would like to thank the volunteers who made up the committee and faculty:

Committee

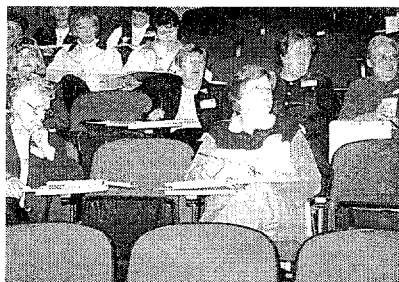
MaryKay McCaughan (Chair)
Marguerite Borst (Co-chair)
Ruth Brouse
Cindy King

Faculty

Douglas Bucher
Michael Burke
Cynthia Farrell

Leanne Frech
Heidi Hunter
Vonnie Hunter

Melissa Ibanez
Mary Kosin

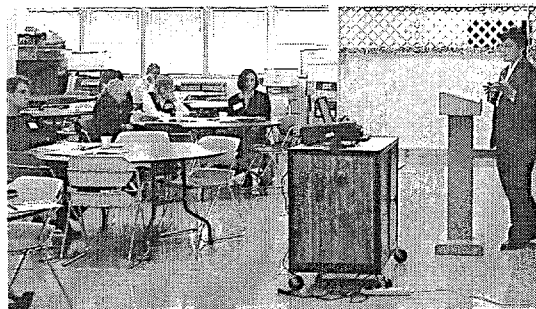


Michael Burke had the group's attention at the Support Staff Seminar at Luzerne County Community College.

Another committee that has now been placed under the umbrella of the PFAT is the **Guidance Counselor Workshop** that gives training and information to High School Guidance Counselors from the state of Pennsylvania. This training was conducted from October 31-November 16 at 38 locations around the state. Once again, the training committee would like to thank the volunteers that made this program successful:

Committee

Julie Salem (Chair)	Marguerite Borst	Melissa Ibanez
Vee Blaine	Cindy Farrell	Don Shade
Joetta Bradica	Leanne Frech	Chip Woodward



Sally Ann McCrea served as presenter at the Guidance Counselor Workshop in Summerdale.

There were 38 presenters and 12 registrars that volunteered for one day to conduct this training. It would be impossible to accomplish this feat without their help and the training committee greatly appreciates it.

Presenters

Jim Theuwer	George Gerhart	Edward Moyer
Christina Marone	Valerie Carles	Jennifer Liedtka
Melissa Ibanez	Thomas Ball	Anita Faust
Christine Zuzack	Jeanine Grosholz	Jim Carideo
Ragan Griffin	William Hastings	Kimberly McCurdy
Robert Thorn	Christopher Vaughn	Peter D'Annibale
Sandra Cronin	Helen Nunn	Kathryn Blaisdell
Barbara Cumberledge	John Bieryla	Judith Rile
Rich Sparks	Clarke Paine	Elizabeth Rihl Lewinsky
Darcie Stephens	Sally Ann McCrea	Ellen McGuire
Jim Treiber	Karen Right-Nolan	Peter Rautzhan
Ken Grugel	Bonnie Behm	Mike Wisniewski
Bill Srsic	Joan Willertz	Mary Kay McCaughan

Registrars

Judy McKenna	Dwight Horsey	Nancy Chalker
Maryann Hubick	Susan Zmudzinski	Sherry Youtz
Pamela Bauer	Patsy Hutchins	Linda Malchano
		Jerry Long

During the PASFAA Conference, a ribbon and a small token gift of appreciation were to be given to each of last year's 60+ PFAT committee and subcommittee members. Keeping with the magic and mystery theme of the Conference, the gifts mysteriously never arrived at the conference. Magically, the gifts did appear the day after the conference ended. These were mailed to all members who were to receive one. If you had a gold star given to you at registration, then you were entitled to a gift. If you did not receive yours in the mail, please contact Jean Walker at Butler County Community College. Many thanks to Jean Walker and Lisa Kendi for organizing the volunteer recognition and for coming up with a fine solution to the mystery of the gifts. The problem was with the company, not with the organizers.

NASFAA Offers Best Practices Symposium

Submitted by
Mindy Kaplan Eline
NASFAA

On October 11, NASFAA announced a new training opportunity that will explore critical issues facing financial aid professionals. **In Search of Best Practices – A NASFAA Symposium** will be offered to NASFAA members in Spring 2002 at three or four sites around the country. The Symposium will showcase experts who will lead discussions on:

- Enrollment Management, including packaging philosophies, leveraging, and balancing the bottom line;
- Legal issues, including labor issues and personal liability; and
- e-Commerce Customer Service, including Web-based services for students, parents and aid administrators, as well as e-communication strategies.

The subject matter will be targeted towards intermediate and advance financial aid administrators who have high competency levels in the nuts and bolts aspect of each area. Look for more information at www.nasfaa.org for dates and locations of the Symposium. Note that this Symposium will be offered in addition to NASFAA's regular Spring Training.

College Bound – Ask the College Experts

Submitted by
Nancy Chalker
Newsletter Editorial Board



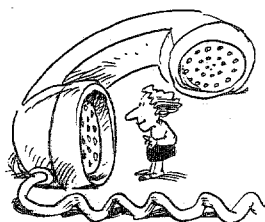
Ready for callers at the Pittsburgh site.

For the second year, Mellon, in conjunction with eastern and western Pennsylvania area college and university financial aid and admissions staff, co-sponsored College Bound – Ask the College Experts. The event was held October 4 at the KDKA television studio in downtown Pittsburgh and on October 11 at KYW-TV3 in Philadelphia. Over 42 financial aid and admissions experts from the Pittsburgh site and over 46 schools from Philadelphia and surrounding areas participated in an interactive call-in panel with live "cut-ins".

In addition to the live "cut-ins", a pre-taped segment featuring Jack Joyce- The College Board, Ron Jankowski-University of Pittsburgh, Chris Devine-Carlow College, Karina Dayich-Chatham College, Mary Miller-PHEAA Regional Manager West, Betty Davis-CCAC, Sheree Fetcho-Waynesburg College, Ken Grugel-Clarion University, and Jim Popovich-Mellon Bank was aired where various questions concerning the financial aid and admissions process were posed to our participants by host, Bill Flanagan of KDKA television.



Answering the phones in Philadelphia.



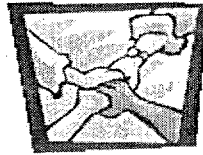
For the first time this year, Mellon also co-sponsored an Interactive Campus Tour program with WTAE in Pittsburgh and a College Bound-Ask the College Experts program at KYW-TV 3 in Philadelphia. The Interactive Campus Tours program, held on September 23, presented pre-recorded tours, along with financial aid and admissions information, for Edinboro University, Robert Morris College, Alderson-Broaddus College and West Virginia Wesleyan. During the show, admissions and financial aid experts from these schools were available to answer questions via an interactive call-in and web chat room.

Mellon thanks PHEAA, The College Board, and the following schools who helped make these events a success:

Allegheny College
Alvernia College
Arcadia University
Burlington County College
Camden County College
Chestnut Hill College
Cheyney University of PA
Comm. College of Allegheny Cty.
Comm. Coll. of Allegheny Cty.-Boyce
Comm. Coll. of Allegheny Cty.-South
Community College of Philadelphia
Delaware County Comm. College
Duquesne University
Gwynedd-Mercy College
Holy Family College
Immaculata College
Indiana University of PA
Kutztown University of PA
Lafayette College
LaRoche College

LaSalle University
Lincoln University
Montgomery Cty. Comm. College
Neumann College
Peirce College
Penn State-Delaware Campus
Penn State-McKeesport Campus
Penn State-New Kensington Campus
Philadelphia College of Bible
Point Park College
Rider University
Robert Morris College
Rosemont College
Rowan College of New Jersey
Seton Hill College
Shippensburg University of PA
Slippery Rock University of PA
St. Francis College
St. Joseph's University
Temple University

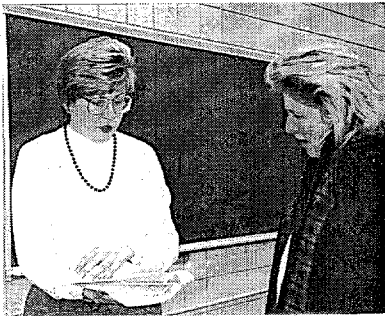
Thiel College
University of Pittsburgh
University of Pittsburgh-Greensburg
University of Pittsburgh-Titusville
University of the Sciences
Valley Forge Military College
Villanova University
Washington & Jefferson College
Waynesburg College
West Chester University of PA
Westminster College
Westmoreland Cty. Comm. College
Widener University



Generating Financial Aid Awareness

*Submitted by
Liz Rihl Lewinsky
Chair, Financial Aid
Awareness Committee*

As part of an initiative begun last fall by the Financial Aid Awareness Committee, PASFAA has once again been visible throughout the state at five regional PACAC (Pennsylvania Association of College Admissions Counselors) College Fairs, as well as at the Philadelphia NACAC (National Association of College Admissions Counselors) Fair. At these events, PASFAA volunteers staffed a financial aid table where they distributed several informational pieces and answered financial aid questions for parents and students. One important piece that was well-received by parents and students included a Financial Aid Timeline piece created by the Financial Aid Awareness Committee this year, which outlined the financial aid process beginning in the junior year of high school. Special thanks to those PASFAA members who generously volunteered their time to cover these events:



Bonnie Behm, Villanova University,
answers a parent's question

Brian Blackburn
Pam Bauer
Bonnie Behm
Susan Chesterton
John Gorman
Patsy Hutchins
Jen Liedtka
Georgia Prell
Liz Rihl Lewinsky

Widener University
De Sales University
Villanova University
East Stroudsburg University of PA
National City Bank
Haverford College
Lebanon Valley College
East Stroudsburg University of PA
Arcadia University

In an effort to continue to generate financial aid awareness, particularly among high school students and their families, the Committee will be working on a new financial aid night initiative in the coming year. To gauge how many high schools actually conduct financial aid nights for their students and how many would be interested in using a Powerpoint presentation and video-taped narrative to conduct an aid night if they were lacking a presenter, surveys were recently distributed to high school counselors that attended the Guidance Counselor Workshops. The response to having a Powerpoint presentation, available on the PASFAA website for high school counselors to utilize, was positive. A mailing informing counselors that this assistance is available, and referring them to the PASFAA website for other financial-aid related information, will be sent to all Pennsylvania high school guidance offices within the next month.



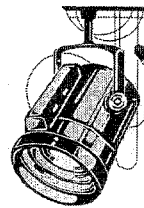
The Financial Aid Awareness Committee
during a break at a recent planning meeting.

Council Minutes on PASFAA Website

Due to space constraints, the October 24, 2001 and November 12, 2001 condensed Council minutes are not printed in this issue of the newsletter. You can access the complete minutes on the PASFAA website at www.pasfaa.org or by contacting the PASFAA secretary, Suzanne Sparrow at ssparrow@ursinus.edu.



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



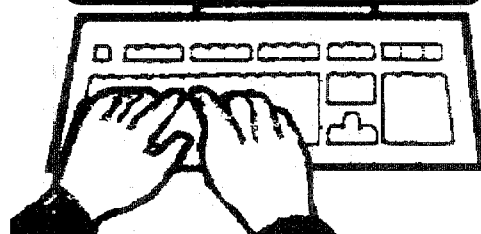
The spotlight is on **The Technology Advisory Group**

Submitted by
Ragan Griffin
Newsletter Editorial Board

Since its inception in 1996, the Technology Committee has gone through several changes both in its purpose and even in its name. According to Chris Zuzack, chair of the very first Technology Committee, the formation of this standing ad hoc committee came as a result of the first PASFAA Planning Retreat held in the fall of 1995. Participants at the Retreat felt that there was a need for a committee to "provide information and training to the membership in areas of technological advances and opportunities which will enhance their professional competencies."

The committee, composed of approximately 6-7 members has been very active in fulfilling their purpose. They have developed, distributed and utilized surveys to identify PASFAA members' needs for training in a variety of areas such as software packages, web page development, etc. Committee members have always been willing to present on a technology-related subject at the annual fall conference. The committee has also co-sponsored events with other entities such as the Training Committee.

One of the most visible manifestations of the committee's hard work and dedication is PASFAA's web page. The site is maintained and updated primarily by Mary Miller, PASFAA's webmaster, but the committee is highly involved with review of content and functionality of the web page. Another tangible example of their hard work is the PASFAA Website Resource Guide, created and distributed to members at the fall conference. This year's guide won NASFAA's 2001 State Award for Service to Other Constituencies, quite a notable accomplishment.



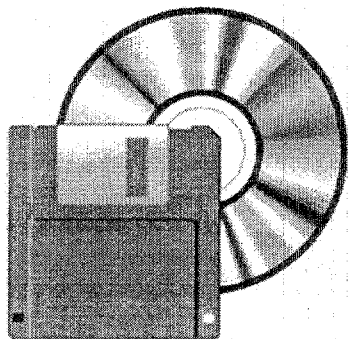
The Technology Advisory Group at work (l to r) Mary Miller, Vince Racculla, Greg Gearhart, Ginny Kopko (chair), Ruth Brouse, Chris Zuzack and Don Wray.

At the second PASFAA Planning Retreat held in November 2000, plans were made to dissolve the "Technology standing ad hoc committee," rename it the "Technology Advisory Group," and have it serve as a subcommittee to the Public and Professional Information Committee. This change in name and structure was done in an effort to better reflect the committee's evolving role within the membership. Currently, the committee functions in more of an advisory role to the various PASFAA officers and committees. For instance, the committee was recently asked to provide Council with the specifications for the newsletter editor's new laptop, printer and software and they also serve as a resource for the Training Committee.

Greg Gearhart, outgoing chair of the Technology Advisory Group, mentioned that committee members will face even more challenges in the future as they further redefine their role within the PASFAA organization. He also stressed that in order to meet these challenges; the committee needs new volunteers to help with special projects and new initiatives such as a proposed YMCA-like mentoring program for software applications.

The committee needs people who are willing to share ideas on technology services such as web page enhancement, training needs, etc. However, committee members are not required nor expected to be technological wizards themselves. Rather, they need to have an interest in learning and experimenting with new technology and be willing to attend three to four meetings per year. The committee can also utilize volunteers to check out new web sites of interest to the financial aid community and suggest links for the PASFAA web site. The volunteers would not be required to attend meetings and would have a minimal time commitment. Individuals interested in serving on either the committee itself or working on one of the committee's projects should contact Ginny Kopko, 2001-02 Technology Advisory Group Chair, at (412) 749-7638 or gkopko@hvhs.org.

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



The Past President's Club recognizes the achievements of former leaders of PASFAA and appears periodically in the Newsletter.

Past President's Club

featuring

Donald Raley, PASFAA President 1985-86

Submitted by
Jennifer Liedtka
Newsletter Editorial Board

Traveling back in time, it happens that there was a small school in Illinois called Blackburn College that prided itself on having a 100% job placement rate for its graduates. So that this glowing statistic could be achieved each year, Blackburn hired as its own those individuals who weren't successful in finding "real" jobs. It seems that in 1960 a young Don Raley found himself amidst this group and was therefore taken on board as an admission counselor by his alma mater. And so the story begins.

After a few years on the road, Don accepted an opportunity to become the school's first Director of Financial Aid in 1966, his first step into what would become a 35-year (and still counting) career in financial aid.

In the fall of 1973 Don ventured east and became a Pennsylvanian as he assumed the role of Financial Aid Director at Allegheny College in Meadville. His third year there happened to coincide with the Buffalo Blizzard – an event that convinced this mid-westerner he would be better suited to a job in a more southern location. So move south he did – sort of! South ended up being south central PA and a directorship at Dickinson College where he worked from 1977 until his temporary retirement in 1998. It was during these years at Dickinson that Don became president of PASFAA for the 1985-86 academic year.

The involvement of this man in our organization has been monumental. From committee work in the 1970's to having an entire training institute named after him in the 1990's, Don has pretty much done it all for PASFAA.

Speaking of the latter, how did the Don Raley Institute actually come to be? Don remembers back to the early 1980's when the US Department of Education developed a model for training FAA's and then invited applications from organizations throughout the country that would be interested in carrying out these training endeavors. PASFAA and PHEAA submitted a joint application and were selected to host one of the ten sites throughout the United States. Don was active on the training committee at that time and was instrumental in the program start-up and arranging for it to take place on the Dickinson campus. By the mid 1980's, the grant money for this initiative was depleted, but PASFAA and PHEAA realized they had a good thing going and therefore continued the institute on their own for Pennsylvania FAA's. Upon his retirement in 1998, Don was both honored and surprised by the renaming of the beginner's summer training program to the Don Raley Institute.



Don joined Chris Zuzack and others in a session at the 2001 PASFAA Conference.

But retire he did not. After a few months of grass mowing and house painting, Don decided his involvement in the world of financial aid was not quite finished. In December of 1998, he welcomed a part time job opportunity in financial aid at Lutheran Theological Seminary in Gettysburg where he continues to work today.

"It's a noble profession," Don says after 35 years in the field. "It's rewarding to be a catalyst in the lives of people – to help them get where they need to be. It keeps us challenged and enlivened."

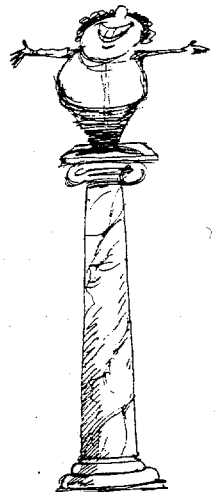
When reflecting on those 35 years, Don stressed the important role PASFAA played in his career and in our profession in general. From training, to influencing the delivery of resources, to bringing together good people to share ideas, the end result is always the same. PASFAA brings great things to us as professionals, which in turn brings great things to students. It's for this reason that Don will seize every opportunity to encourage FAA's to be involved in PASFAA and to take advantage of all it has to offer.

So what does the future hold for this past president and FAA extraordinaire? According to Don, he'll continue to enjoy the lifestyle that partial retirement allows for him, including traveling with his wife and now spending time with his first grandchild. Regardless of where Don's path may take him, one thing remains certain. Our organization and profession are certainly all the better because of the years he dedicated to them. Thanks, Don.



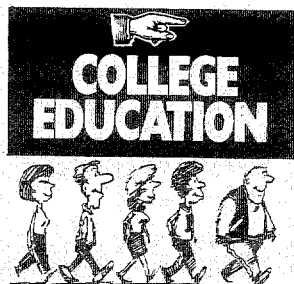
Ann and Don Raley

SUCCESS STORY.



Education Access Advisory Committee Promotes Awareness

Submitted by
Vali G. Heist
Alvernia College



The Education Access Advisory Committee met at PHEAA on November 2, 2001. This committee consists of members from the elementary, middle school, high school and post-secondary communities. The purpose of the committee is to increase awareness of post-secondary educational opportunities and financial aid availability to students in elementary, middle and high school schools. PHEAA has developed a number of interesting, fun and interactive ways for students, parents and guidance counselors to learn about post-secondary education and the financial aid opportunities that are available. The committee members review the various types of media and give their feedback.

A number of PHEAA personnel gave updates to the committee. Dave Balberchak, of PHEAA eCommerce department, gave an update on the career counselor module of PHEAmentor. Vee Blaine reported on the Early Awareness



Career Workshops and on the visits that the Regional Directors are conducting with middle school personnel on early awareness initiatives. Bruce Diefenderfer covered the FAFSA initiatives that are being explored so that students file the FAFSA in a timely manner. Carla Fisher, representative from the Tuition Account Program (TAP), gave an update on the TAP program. There have been a number of changes in the federal tax laws that affect the TAP program. A summary of those changes can be found on the TAP website at www.patap.org.



During lunch, the committee viewed the Going Places w/PHEAmentor video geared toward middle school students. Phil Loy, of PHEAA Outreach Programs and Services, also gave an update on the Going Places program and the materials available for elementary, middle and junior high school students. Jay Stevens reported on a new financial literacy initiative in the form of a game on the internet called "Welcome to Successville." This initiative is in the very early stages, but schools could compete with each other. The game will teach debt management and financial literacy in an interactive way. Reg Irvis ended the meeting with a report on the TANF Education Award Program and bilingual publications initiatives. If anyone is interested in receiving any materials on early awareness, please contact Reg Irvis of PHEAA Outreach Programs and Services at rirvis@pheaa.org or call (717) 720-2550 option 1.

2000-2001 Annual Financial Report

Submitted by
Ron Dawson
PASFAA Treasurer

On the following page is the final report for the 2000-2001 fiscal year ending June 30, 2001. This information is provided to the membership in accordance with the By-Laws, Article III, Section 4. Once again I am happy to report that the Association remains strong from a fiscal perspective.

Income was up from the previous year by more than \$11,000. Continued generous support from our many sponsors, increases in our membership and greater attendance at last year's conference all contributed to more income. As a result of our financial strength, Council authorized an investment of \$21,000 to our long-term reserves. This investment, made in August, was the final step in reaching our goal of \$100,000. Though a positive step, our long-term reserves would be the only negative area within our circumstances. The Association certainly is not exempt from or immune to the volatility and present market conditions within our country's economy, and so we too see some declining numbers.

The following, however, represent some positive areas resulting from the Association's fiscal strength:

- holding costs constant for annual dues and conference
- lowering of costs for the annual spring training program
- free membership to those attending the summer institute
- an increase to the mileage reimbursement rate
- purchase of a personal computer for the newsletter
- continuing ability to send two people to NASFAA leadership training
- a second planning retreat (held in November of 2000)
- offering of scholarships during 2001-02
- development of a new PASFAA pin

The overall budget preparation process has been improved, providing for more information and involvement of committee chairs. Evaluation of and improvement to the development side of our income continues as a result of better communication with our sponsors.

Lastly, as PASFAA's treasurer, I would like to thank our many sponsors for their very generous support. Their help certainly enables us to be such a strong and vibrant association.



PASFAA Treasurer's Report

June 30, 2001

BEGINNING OVERALL BALANCE , June 30, 2000

Checking Account	91,816.94	
Prudential Securities Equity Fund	26,485.31	
Prudential Securities Money Market	<u>20,483.10</u>	
TOTAL OVERALL BALANCE		138,785.35

RECEIPTS

Membership Dues - Active	20,240.00	
Membership Dues - Associate	7,676.00	
Membership Dues - Student	40.00	
Conference Sponsorship	59,350.00	
Conference Vendors	6,000.00	
Conference Fees	58,218.00	
Directory Sponsorship	12,250.00	
Technology Sponsorship	0.00	
Training Sponsorship	13,500.00	
Hotline Sponsorship	6,000.00	
Training Fees	5,040.00	
Miscellaneous Income	1,096.50	
Interest Income	5,244.62	
TOTAL RECEIPTS		<u>194,655.12</u>

TOTAL FUNDS**333,440.47****EXPENDITURES**

Executive Council	5,395.93	
Government Relations	402.98	
Membership/Elections	1,660.79	
Professional Standards	4,382.38	
Guidance Counselor Workshop	5,726.25	
FA Awareness (ad hoc)	721.36	
Finance/Development (ad hoc)	1,860.89	
Technology (ad hoc)	5,032.83	
Training (ad hoc)	18,345.91	
Special Projects	11,070.32	
Hotline	288.47	
Newsletter	15,842.22	
Conference	75,706.92	
Conference Committee	6,646.39	
Future Conference	0.00	
Administrative Travel	3,109.61	
Administrative Expenses	3,205.16	
Professional Service Fees	1,320.00	
Sector Expenses	830.04	
Directory	4,326.88	
Contingency Reserve	3,634.57	
TOTAL EXPENDITURES		169,509.90

BALANCE (Total Funds minus Expenditures)**163,930.57**

Unrealized Appreciation/Depreciation	-2,808.40	
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BALANCE**161,122.17****CASH/ASSETS ON HAND, June 30, 2001**

Checking Account	79,969.16	
Prudential Securities Growth Fund	6,585.26	
Prudential Securities Equity Fund	32,091.65	
Prudential Securities Money Market	<u>42,476.10</u>	
TOTAL CASH/ASSETS ON HAND		<u>161,122.17</u>



SUCCESS

Financial aid is more than money. It's access to higher education -- and the first step toward a successful future.

Fortunately, today's students can depend on American Education Services (AES) to provide affordable financial aid solutions for every stage of the higher education process -- from discovering which schools best meet their needs, exploring financial aid options, completing admission and financial aid applications online, and staying on the right financial track throughout repayment.

To learn more about our programs and services for students, schools and lenders, call our Education Services Group (ESG) at 800.699.2908 or visit www.aesSuccess.org.

For Success.



American Education Services
a division of phoca

Finance & Development Committee

Submitted by
Ruth K. Cramer
Chair, Finance & Development Committee



PASFAA sponsors and vendors support the work of the organization in numerous ways. Not only do they provide vital financial and in-kind support, but they are also active and valued members of most PASFAA committees. Without their involvement, PASFAA would not be the organization it is today. This year in particular, PASFAA sponsors and vendors provided more support than expected, necessitating the creation of additional conference sponsorship opportunities. PASFAA is grateful for this support and looks forward to working with these valued members in the coming year.

This year's Finance & Development Committee will meet for the first time in early January. At that time, we will review progress made during 2000-01 and discuss refinements and new initiatives for 2001-02.

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

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

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

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

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



AES Education Services Group Offers Direct Help for Your School

Submitted by
Bob Heyl
Education Services Group



When you call American Education Services (AES), you hear the voice of an Education Services Group (ESG) representative on the other end of the line. When AES staff visit your school, ESG staff are the ones who demonstrate and explain many of AES' products and services. But did you know that ESG staff work in a division of AES that was created specifically to serve you and your school?

ESG is dedicated to assisting financial aid personnel and other student service administrators. Its primary goal is to ensure that AES remains highly responsive to your needs and to serve as a friendly liaison to improve our existing and future products and services. ESG is the primary point of contact for schools to resolve any problems that may arise – and to solicit your feedback to better serve the entire school community. ESG representatives are available to visit your school to learn about your particular needs and provide thoughtful insight and information.



ESG staff (l to r), Jan Napiltonia, Christy Getz and Cathy Machemer.



ESG staff (l to r), Mary Miller, Steve England and Cate McIntyre

Not only is ESG comprised of people that you talk to and see on a regular basis but there are also dozens of other professionals who work "behind the scenes" developing and supporting products for you. ESG staff also manages all of the financial aid training that AES offers. And along with the many familiar faces you saw at the PASFAA conference this year, ESG staff also attend, exhibit and present at financial aid conferences throughout the nation. Contact them directly at 800-699-2908.



WASHINGTON UPDATE

Submitted by
Scott Miller
Federal Relations
Director, PHEAA

Reauthorizing the Higher Education Act – It's Back

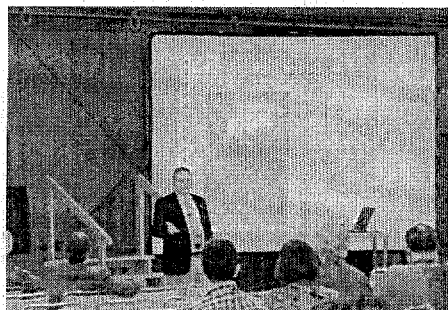
It seems like only yesterday that we were busy reflecting on the last reauthorization of the Higher Education Act of 1965. And, it seems like only hours ago that we were digesting the final regulations implementing the provisions of the Higher Education Amendments of 1998. But here we are, having survived the mysteries of Y2K and having seen our world turned upside down by the events of September 11, 2001, we return to familiar ground as we begin the build up to the next reauthorization.

If all goes as anticipated, the actual Congressional reauthorization process will begin early in 2003, with the first in a series of public hearings held by both the House and Senate education committees. To set the stage for those hearings, it is likely that the education leadership in Congress will ask that reauthorization proposals be submitted in a formal fashion (usually including legislative language and detailed rationales) by the end of 2002. The goal is to have a reauthorization bill signed by the President in the fall of 2004 – right in the middle of the next Presidential election campaign.

What's



on the
Hill?

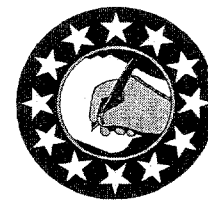


Scott Miller provided a look at activities in Washington at the PASFAA conference.

At a recent pre-reauthorization seminar that I attended, sponsored by the Institute for Higher Education Policy, the following items were identified as those that will need to be determined before we can anticipate how the coming reauthorization will play out and which issues will dominate the discussion:

- The impact of the general economic picture – will the economy be in recession?
- The results of the 2002 Congressional elections – will Republicans or Democrats control the House and Senate?
- The Federal Budget outlook – will we be fighting against growing deficits or working our way back to a budget surplus?
- The Bush Administration's role in the reauthorization discussions – how active will they be and on what issues?

The recently completed "FED-UP" initiative sponsored by Reps. Buck McKeon and Patsy Mink, focused our attention on the nitty gritty details of student aid management, identifying flawed regulations and policies that make our day to day lives more difficult. This initial stage in the reauthorization process is just the opposite – it is the time to take out a blank sheet of paper and see if you can design a better set of student financial aid programs or improved federal efforts to support the goal of encouraging as many Americans as possible to enroll in and complete a postsecondary education.



As a way of trying to stimulate some gray cells, the following is a listing of some of the key issues that policymakers have indicated, thus far, that they will want to address as they consider proposals for revamping existing federal programs or creating new programs. This is far from an exhaustive list, but it does reflect the issues that have risen to the top of the heap in this early stage of the reauthorization effort.

- Are there any ways that the federal government can control rising college costs?
- How to balance concerns about increasing levels of student indebtedness with concerns that student loan limits are not meeting the needs of students?
 - Is there a federal role in addressing the use of non-federal loans?
 - Do we know what role non-federal loans are playing in student finance and what impact they are having on student debt levels?
 - How to address issues relating to distance education?
 - How to assure continued increases in Pell Grant funding and maximum Pell awards?
 - How to improve the quality of teacher education programs?
 - How to recruit more individuals into teaching careers?
 - How do the tax-based higher education incentives mesh with the Title IV student aid programs?
 - Are there revisions needed to the Federal need analysis formula?



- Should data elements be reduced?
- How should the proceeds from tuition prepayment and tuition savings plans be treated?
- How to balance the need to protect program integrity (e.g., through the use of tax return information) and the need to reflect current family or student economic circumstances?
- How to increase early awareness of postsecondary opportunities and student aid?
- How to encourage student persistence after initial enrollment?
- How to provide more funds for graduate students?
- How to simplify the student aid programs for students, families, and institutions.



These are just a few of the issues that will be considered as part of the reauthorization of the Higher Education Act. Not all of these will be addressed in the final product, but all are likely to be the subject of those public hearings I mentioned earlier and as part of the suggestions made to the Congress by associations and individuals.



Now is the time to begin to think creatively about the programs authorized by the Higher Education Act. In the coming months, there will be efforts undertaken for PHEAA and PASFAA to work cooperatively to explore these issues and to develop innovative solutions to the challenges that confront our respective institutions. Please participate in this effort and add your ideas to the mix. In a little bit more than a year, the window for coming up with creative solutions will close, and Congress will have winnowed the field down to a small number of ideas that seem to be politically and economically feasible. Now is the time to fill in that blank sheet of paper with your ideas, your solutions, and your perspectives.

PELA News

*Submitted by
Dana French
National City*



Pennsylvania Education
Lenders Association

PELA is pleased to announce that there were five school winners of the annual PELA scholarship drawings held at the PASFAA 2001 Conference. PELA awarded five, \$1,000 scholarships to schools of the winning PASFAA members so that they could create new scholarships for their students. Each school is able to determine the criteria for the scholarship, choose the recipient and administer the funds. The school can choose to award one \$1,000 scholarship or two \$500 scholarships. Every conference attendee had the opportunity to enter by dropping his or her business card at the PELA booth. This year's winners were:

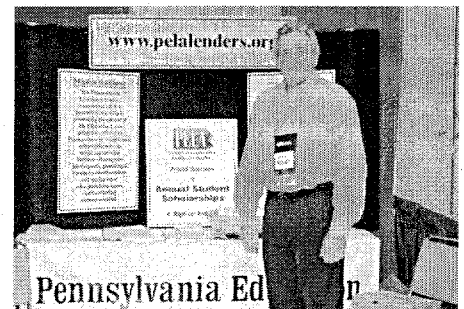
Debbie Fitzgerald – Harrisburg Area Community College
Judy Rile – Rosemont College
Joan Hock – Delaware Valley College
Patsy Hutchins – Haverford College
Nick Flocco – University of Sciences

PELA is pleased to continue supporting the educational needs of students and congratulates all of the school winners.

If you were unable to attend PELA's e-signature presentation at PASFAA, there may be a follow up session in the works for Spring Training. The session presented e-signature information from the guarantor, servicer, lender and school perspectives. As this new technology continues to evolve, PELA will keep you updated on the newest developments.



Some of the PELA members who attended the 2001 PASFAA conference.



PELA President, John McKenna, at the PELA booth at the PASFAA conference.

Hopefully you had the opportunity to visit the PELA booth or PELA members at the PASFAA conference. As PELA members visit your offices throughout the year, please feel free to share any suggestions, needs or concerns you have with them so that we can continue to better serve the financial aid community and your students.

PRIVATE SECTOR

Submitted by
M. Clarke Paine
Private Sector
Representative

Good Day! Over the next two years I will communicate your issues to PASFAA and be a facilitator for an exchange of ideas within the Private Sector. At the 2001 PASFAA conference our past Private Sector Representative, Ethel Desmarais, led a discussion on various topics (i.e. PHEAA Grant program). I hope to continue those discussions and any others that you may have. Please communicate to me your thoughts on issues that you feel need to be reviewed by us.

We held a one-day meeting at Elizabethtown College on Wednesday, December 19. Don Francis from AICUP and Mary Beth Kelly from PHEAA presented a program on the PHEAA Grant program. Additional topics discussed were the NCAA for Division III schools, FWS & Community Service - "Can we spend it?" and other topics of interest.

One of our colleagues suggested that a chat room could be established (one day a month) to "discuss" a topic. Someone else felt that a list serve for our group might be helpful. I have never organized one of these but would be open to help from an expert. Any takers?

Finally, is a suggestion for initiating a two-day private sector institute in the summer. Topics would be specific to the private sector (IM, discount rate, reconsideration, important statistics to maintain, etc.) and might be helpful for those new to the private sector or professionals at a level who do not get a full in-depth exposure to those areas and want to grow professionally. I myself would like to discuss some of these topics in greater detail.

Please share with me your thoughts. I can be reached by phone at (717) 361-1404 or by e-mail at painemc@etown.edu.

BUSINESS, TRADE & TECHNICAL SECTOR

Submitted by
Rhonda Moore
Business, Trade
& Technical
Sector Representative

I bring you greetings and hope that you had a safe and Happy New Year. I would like to take this opportunity to introduce myself to the members of PASFAA as the Business, Trade, and Technical Sector Representative for the upcoming year. I am a Financial Aid Officer at the Metropolitan Career Center in Philadelphia. I am honored to represent our sector and would like to thank those who encouraged me to take on this task. As a member of PASFAA and a financial aid representative of business, trade, and technical schools for the past twelve years, I am aware of the importance of getting involved and participating in the many trainings and conferences offered. I join in with the past efforts of those who have been encouraging all business, trade, and technical schools to get involved and participate in PASFAA. It will be worth your time and effort for your school and our sector.

During the PASFAA Conference in October, there were two sessions held specifically for the Business, Trade, and Technical Sector. Those of us who were able to attend the sessions were given the opportunity to present current issues and concerns of our sector directly to the PASFAA Executive Council. We also shared tips and techniques to improve the operation of the financial aid office regarding default management, general office procedures, and Return to Title IV.

I am aware that it has been challenging for our sector to meet due to location and office coverage. I am open to suggestions for possible meeting times and locations to discuss issues within our sector throughout the upcoming year. I can be reached by telephone at (215) 568-9215 ext. 314, (215) 843-6615 or by e-mail at rmoores@mcc2000.org. I look forward to working with all of you during this upcoming year.

INSTITUTIONAL SUPPORT SERVICES SECTOR

Submitted by
John McKenna
Institutional Support
Services Sector
Representative

I want to take this opportunity to thank everyone that supported both Michael Bertonaschi and myself during the recent Institutional Support Services Sector election at the 2001 PASFAA Conference. Michael and I have discussed ideas for the coming year and, along with other members of our sector, we hope to bring new ideas to future PASFAA meetings.

I will be encouraging our members at the PELA meetings in 2002 to support volunteering and to become more involved and active in PASFAA. In July of 2002, I will be stepping down as President of PELA after having served in that capacity for the past four years. It's time for someone with less gray hair to lead the charge and we have many capable members to nominate for this position.

The good news is that John Southwood handed over all his council files and smiled as he loaded golf clubs into his car. As many of you know, 2002 will be John's final year on tour with Educaid, PELA & PASFAA.

Thanks to Sallie Mae and staff for hosting our meeting on October 10. For 2002, Sallie Mae and PHEAA have offered to accommodate the PELA meetings at their sites. This will allow many members an opportunity to view new initiatives in the industry. We will be adding a Western PA meeting to our agenda because we will be inviting local colleges and universities to our future meetings.

PELA will be presenting once again a session on e-Signature at Spring Training this year. This will enable members that could not attend the conference a chance to hear more about e-Signature. Our panel will include experts from PHEAA, Sallie Mae, the school and lender community.

PELA Lenders will have a new look in 2002. All Alternative Loans will be updated on the web site by January 1. The individual lender representatives, in real time, will make all changes to alternative loan data. Whenever there is a change made to the products of a lender organization, you will see these changes updated immediately. There will be no guessing concerning terms and rates. The PELA membership approved having additional support for our web-master. Pat Hershberger, Sharon Murray and Nancy Chalker are working on developing a new look for www.pelalenders.org. Get ready to save this website as a favorite.

INSTITUTIONAL AT-LARGE SECTOR

Submitted by
Margaret Hynosky
Institutional At-Large
Sector Representative

Hi to all and I hope everyone that attended the PASFAA conference had a great one. I know I did. Since I am just getting into my responsibilities as At-Large Sector Representative, I want to take this opportunity to introduce myself. I can be reached at (570) 941-5925 or at hynoskym1@scranton.edu. Please don't hesitate to contact me if you have concerns or comments. Thanks for giving me this opportunity to serve you.

SSHE SECTOR

*Submitted by
Patty Hladio
SSHE Sector
Representative*

Greetings! The recent conference in Seven Springs resulted in a new opportunity for me as your sector representative. I look forward to serving you in this role and invite you to contact me anytime if you have any issues or concerns that I can take to PASFAA Council. I can be reached by phone at (724) 738-2220 or by email at patty.hladio@sru.edu.

The conference also gave us the opportunity to thank Jim Zuzack for his service as sector representative during the past two years and to congratulate Fred Joseph on his recent retirement. Many of us are envious of Fred, but we recognize that his new-found freedom from the financial aid world is well-deserved. We appreciate his friendship and his contributions to our profession.

STATE-RELATED SECTOR

*Submitted by
Robert Snyder
State-Related
Sector Representative*

I would like to begin my tenure as the State-Related Sector representative by thanking George Gerhart for his service to our sector and the many accomplishments that took place under his leadership. During his tenure, our sector's membership grew from 10 to 50 members as did our volunteerism to the student aid profession (i.e. training and financial aid nights, etc).

At the conference at Seven Springs, we came together to talk about issues that were of concern to each of us. As your sector representative, I will now go forward with your issues and concerns that were raised during our sector meeting to the PASFAA Council.

We had several members from our sector present at the conference and I think it is important to acknowledge their dedication and hard work in the student aid profession. First, I would like to acknowledge Ben Comfort from the Pennsylvania College of Technology for sharing some 'best practices' ideas on the verification process during the sector meeting timeframe. In addition, I would also like to thank Charmaine McCall from the University of Pittsburgh and Jane Kone from Penn State for sharing some 'best practices' ideas about work-study at a session that followed our sector meeting. Many commented to me that they really enjoyed the 'best practices' idea. So with that said, I will be looking to others in the sector to share information at future conferences. Jane also participated in another session titled 'Lively Words About Work-Study'. Paul Simenson and Joetta Bradica, both from Penn State, presented during the 'Best Practices' Session for Graduate and Professional Schools. Anna Griswold from Penn State participated in two presentations. The first one was titled 'E-Sign: Get Connected Through Technology' and the second one was titled 'History of Financial Aid Administration'. Again, thanks to all who presented.

I look forward to working with all of you as I begin my tenure as your sector representative. Please do not hesitate to contact me if you have questions or if you have issues or concerns you would like to see presented to the PASFAA Council.

NURSING SECTOR

*Submitted by
Tracey Wassel
Nursing Sector
Representative*

Hello to all in the Nursing Sector. I hope everyone is well rested and didn't eat too many goodies this holiday season. Thank you everyone for giving me the opportunity to serve you and your educational institutions as sector representative. With nursing education budgets being tight, we as a sector managed to create two small, but very active groups within Pennsylvania. Joyce Calamia of Abington School of Nursing heads the Eastern group, and I handle the Southwestern group. It is my intent as sector representative to get to the Eastern meetings whenever possible, if they'll have me.

Reauthorization is on the horizon and I urge each of you to consider what type of changes or clarifications you would like to see. We are small in size but we have a wonderful opportunity through PASFAA to let our "little" voices and concerns be heard, and have a larger, powerful organization behind us. Let's take advantage of this opportunity and bring some issues to reauthorization.

Feel free to contact me anytime with issues, concerns or questions. My email address is traceywassel@hotmail.com or phone me at (724) 337-5091. Once again, thank you for your support and the honor of serving our sector.

PUBLIC TWO-YEAR SECTOR

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

Hello everyone! The public two-year sector met on November 8-9 at the Clarion Hotel and Conference Center in Carlisle. I would like to thank all those who attended this meeting. We had a full agenda, with such topics as the Federal Work Study program, NSLDS monitoring and more. We would like to thank Kathy Myers, from PHEAA Education Services Group for her presentation on OneLINK and Page Center. The presentation was very informative and the handouts were great!

There was much discussion on the PHEAA Grant Gift Aid budgets and the increase in Pell awards. This is resulting in increasing numbers of state grant overpayments. Those present feel a letter from our sector to Grant Division discussing our unique issues as they relate to Gift Aid is warranted. I will be contacting, Gary Means, PASFAA President and a member of our sector, to compose a letter detailing our concerns as they relate to this topic.

I encourage all members of this sector to attend the next meeting, scheduled for April 18-19 in Carlisle. These meetings are a wonderful opportunity to share ideas, concerns and the best part, to realize you are not alone! The issues we face on a day-to-day basis in our offices are remarkably similar. If you did not receive November meeting minutes, please contact me so I can get your email address.

Thank you for allowing me the honor of serving as Public Two-Year Sector Representative. Please feel free to contact me with any issues or concerns. I hope you had a safe and happy holiday season.



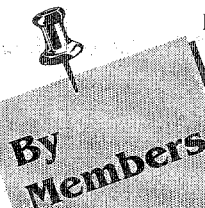
FROM THE EDITOR'S DESK

This issue continues some features that have been very well received by the readership. Continuing the spotlight series, this edition finds the spotlight shining on the Technology Advisory Group, a PASFAA committee that keeps in step with technology as it continues evolving, and in the latest offering of the Past President's Club, we reflect on the accomplishments of a well-loved past-president, Don Raley. This issue also introduces a new feature, "What Would You Do?" where the reader is asked to ponder the scenario and provide a solution to a situation which may not be all black-and-white. Your feedback (anonymous if you prefer) will provide thought-provoking discussion and help to fledgling aid administrators and seasoned veterans alike who wonder how their colleagues would handle unusual circumstances. As always, the newsletter welcomes comments and suggestions for future articles.

Joan L. Holleran

Joan L. Holleran
PASFAA Newsletter Editor

PASFAA BULLETIN BOARD



Lora Myers was promoted to the Director of Financial Aid position at Alvernia College. Also at Alvernia, **Betsy Stiles** moved out of Financial Aid and accepted the Assistant Dean of Enrollment Management position.

Chris Zuzack has been promoted from Associate Director to Director of Financial Aid at Indiana University of PA. Chris steps into the role of director vacated by **Fred Joseph**, who retired after 33 years in the field - 30 at IUP and 3 at Kent State. Fred won't be leaving IUP entirely as he will continue to serve as IUP's golf coach.

Lebanon Valley College welcomes **Dottie Brehm** as the newest member of its Financial Aid staff. Dottie previously served the college as Accounts Receivable Coordinator and has now assumed the position of Financial Aid Officer.

Congratulations to newlyweds **Lynn Jakub**, Director of Financial Aid at Chatham College, and Gordy Ullacil who were married Oct 12 in Pittsburgh.

Wedding bells also rang for **Linda Dolata** of Washington & Jefferson College and Bob Ankeny on August 4.

Kathy Newill, Associate Director of Admissions/Financial Aid at St. Vincent College, and her husband, Frank, became the proud parents of a new daughter, Rachel Ann, on November 2.

Erin Sillis Fritz, Assistant Director of Financial Aid at Seton Hill College, and her husband, Ryan, had their first child, Jacob Taylor, on November 15.



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

Submitted by
Dana French
National City

A 25-year-old graduate student called to see if he could get a student loan for "living expenses." Apparently, dad cut his living expense money down from \$1000 to \$800 a month and he was feeling the pinch. But he tells us he has made "sacrifices" by giving up his cell phone and not shopping anymore at Banana Republic!

Conference 2002 Planning Begins

Submitted by
Cindy Haney
2002 Conference Chair

It's time to start the planning for next year's conference to be held from October 20-23, 2002 at Hershey Lodge and Convention Center in the sweetest place on earth - Hershey, PA. The Conference Committee held their first meeting on December 2. If you have any ideas or suggestions for next year's conference, please send them to any of the following 2002 Conference Committee members:

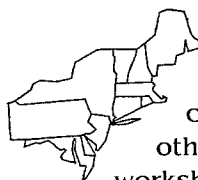
Cindy Haney (Chair)	Montgomery County Comm. College	215-641-6565	chaney@mc3.edu
Joetta Bradica	Penn State College of Medicine	717-531-4103	jbradica@psu.edu
Nancy Chalker	Citizens Bank	570-735-5360	chalker.n@mellon.com
Denise Coulter	Univ. of PA School of Nursing	215-898-8157	dcoulter@nursing.upenn.edu
Rick Heckman	Dickinson College	717-245-1308	heckman@dickinson.edu
Vonnie Hunter	Indiana University of PA	724-357-3291	vonnie@grove.iup.edu
Elizabeth McCloud	Elizabethtown College	717-361-1302	mcclouek@etown.edu
Michiale Schneider	Chase Manhattan Bank	419-478-8871	mschneider@edfirst.com
Nancy Skobel	California University of PA	724-938-4415	skobel@cup.edu
Donna Wilkoski	Bucks County Comm. College	215-968-8206	wilkoski@bucks.edu



Conference chairs 2001, Nan Sninsky (left) and 2002, Cindy Haney

EASFAA Activities

Submitted by
Betty Davis
EASFAA Liaison



EASFAA

EASFAA's Executive Council met October 28-30 at the Park Plaza Hotel, Boston, the site of the 2002 EASFAA conference which will be May 19-22. The conference theme, "Steps to Success - You Can Get Here From There" will certainly provide attendees with many thought-provoking sessions and opportunities to mingle with other EASFAA members. The conference registration fee will be \$220. A pre-conference workshop, "Excellence Through Diversity," will be held on Saturday, May 18 from 12-5. More information on the conference is available on the EASFAA website at www.easfaa.org.

Looking ahead, the 2003 EASFAA Conference will be held in Hershey at the Hershey Lodge and a year later, it will be held May 15-19, 2004 in Providence, RI at two hotels, the Westin and the Biltmore.

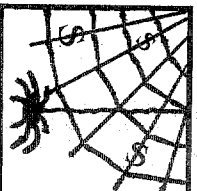
EASFAA Executive Council has developed a mentoring project with activities for this year including providing scholarships to the EASFAA Conference. Each state will be able to select one person for a scholarship to cover the conference fee, dues and room at the Boston conference. Consideration of the scholarship will be limited to candidates who never attended an EASFAA conference, and who are active in their state association. Selected candidates are expected to serve on an EASFAA committee for 2002-2003. PASFAA Executive Council will be seeking out candidates for this scholarship. Look for more information to follow.



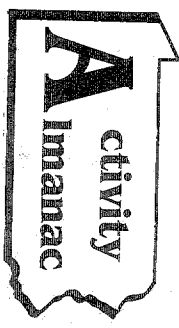
The EASFAA Volunteer Form will be available in early January on the EASFAA web site. Please consider volunteering for an EASFAA committee. Pennsylvania was one of the states that took advantage of the EASFAA training activities, arranged through NASFAA and under the leadership of Cate McIntyre of AES. Two workshops, one in Philadelphia and the other in Pittsburgh, covered Policy and Procedure Manual development.

Have you been to **www.pasfaa.org** today?

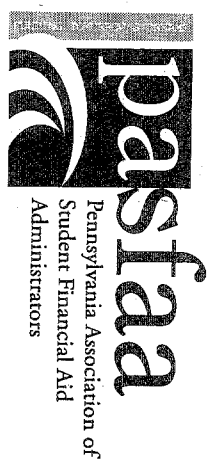




VISIT THE PASFAA WEBSITE:
<http://www.pasfaa.org>



February - March	Need Analysis Workshops
February 20	PHEAA
February 27	Luzerne County Community College
March 12	Westminster College
March 13	La Roche College
March 20	Immaculata College
March 27	PHEAA
March 15, 2002	Teleconference: "R2T4 - The Saga Continues"
April 2002	Spring Training Seminars
April 2	Hilton, Valley Forge
April 10	Holiday Inn, Monroeville
May 19-22, 2002	EASFAA 2002 Conference, Boston, MA
June 10-14, 2002	Don Raley Institute (for New Aid Administrators), Dickinson College
June 12-14, 2002	Financial Aid Basics (for Non Financial Aid Personnel), Dickinson College
July 21-24, 2002	NASFAA 2002 Conference, New Orleans, LA
October 20-23, 2002	PASFAA 2002 Conference, Hershey Lodge



650 PASFAA Newsletter
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