

# A BOXCAR FULL OF MEMORIES



COVER DESIGNED BY  
BRIAN BLACKBURN  
WIDENER UNIVERSITY

## FROM THE PASFAA EXPRESS 2002

### FEATURES

35th Annual Conference

October 19-22, 2003

**SEVEN SPRINGS**  
MOUNTAIN RESORT

- President's Letter
- 2002 Conference Coverage
- Member Service Awards
- Election Results
- 2001-02 Financial Report
- First Leadership Development
- High School Counselor Workshops
- Past President's Club
- "Soothsayers" Offer Wisdom
- Sector and Committee Reports

## 2002-03 PASFAA EXECUTIVE COUNCIL

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## Editor Excerpts

### 1. NEWSLETTER EDITORIAL BOARD FOR 2002-03

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#### EDITORIAL BOARD

Brian Blackburn	Jennifer Liedtka	Danell Schoemaker
Joetta Bradica	Kimberly McCurdy	David Smedley
Nancy Chalker	Kathy Myers	Sally Treadwell
Alisa DeStefano	Terri Neiswonger	
Ragan Griffin	Judith Rile	

### 2. PUBLICATION SCHEDULE

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

Spring 2003 issue:	articles due February 15
Summer 2003 issue:	articles due May 15
Fall 2003 issue:	articles due July 15
Winter 2004 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 Gary Means, Financial Aid Office, Westmoreland County Community College, 400 Armbrust Road, Youngwood, PA 15697 or meansga@wccc.westmoreland.cc.pa.us. For 2002-03, the membership list is maintained at Westmoreland County Community College.

### 2. 2002-03 PASFAA COMMITTEES

Government Relations .....	David Smedley
Membership .....	Gary Means
Association Governance .....	Gary Means
Public and Professional Information .....	Kimberly McCurdy
Technology Advisory Group .....	Ginny Kopko
2003 Conference .....	Sheree Fetcho
Financial Aid Training .....	Donna Cerza
Financial Aid Awareness .....	Brian Blackburn
Finance and Development .....	Barbara Schmitt

### 3. MEMBERSHIP IN PASFAA

Subscription to the PASFAA Newsletter is included in your yearly membership fee. Contact Gary Means, Westmoreland County Community College, for information about 2002-03 PASFAA membership

### 4. LETTERS TO THE EDITOR

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

### 5. PASFAA HOME PAGE

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

# LETTER FROM THE PRESIDENT

Greetings PASFAA Members:



It is hard to believe that my year as President Elect has ended already and I am writing my first "President's Letter" to you. Our annual conference held at the Hershey Lodge was a wonderful success as we broke all prior conference attendance records. A total of 561 members registered for the conference with nearly 20% or 106 of them being first-time attendees. Cindy Haney and her conference committee put together an informative, entertaining, and relaxing conference. The conference agenda provided a wide array of session options for everyone from the novice to the seasoned veteran. In addition to the 46 different interest sessions, we heard the latest news out of Washington from key Department of Education officials such as Sally Stroup, Kathleen Smith, and Jeff Baker. The social activities were diverse and entertaining, from the very witty and quite politically incorrect Capital Steps to the Circus Train event on Tuesday night. For me the circus train brought back many fond memories of going to the carnivals in the small town where I grew up in Ohio.

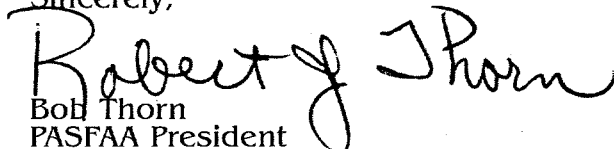
We also received overwhelming support from over 30 sponsors who helped to make our conference such a great success. Because of their financial generosity, we were able to ensure that our members had an outstanding conference. We are deeply grateful for their support of PASFAA and its members. Along that venue, our membership showed their generosity by giving a total of \$720 and 14 boxes of toys and supplies to the Ronald McDonald House in Hershey. Thank you to all of you who contributed to this year's conference community service project.

As I mentioned in my acceptance speech at the conference closing business meeting, I want to encourage everyone to get involved with PASFAA this year. You can contribute in many ways to our association – by serving on a committee, by volunteering to assist with Spring Training registration, by serving as a presenter and/or moderator at our annual conference or the Guidance Counselor Workshops, by stuffing conference bags, and the list goes on. Beyond just volunteering, I want to continue to foster a spirit of continuous improvement; so your ideas and suggestions on how we can improve our association are welcomed. Your input is invaluable to ensuring we have an even stronger association that is responsive to the diverse needs of our membership. If you have never volunteered before, try stepping out of your comfort zone and committing your time and talents to PASFAA. You will find it a very rewarding and fulfilling experience. You can download the PASFAA 2002-2003 volunteer form from the PASFAA website at [www.pasfaa.org](http://www.pasfaa.org). Feel free to contact any Council member or committee chair if you have questions.

Lastly, if you were unable to attend this year's conference at Hershey, I hope you will make plans now to attend next year's conference at Seven Springs Resort. It promises to be another great conference with many informative sessions and fun activities planned for everyone. Our featured speaker will be Homer Hickam, author of the book, *Rocket Boys: A Memoir* (the 1999 movie "October Sky" was based on this autobiography). I am sure his homespun approach to life will challenge and encourage us all.

I hope that you and your loved ones had a joyous holiday season. If you have any questions regarding PASFAA, please contact me.

Sincerely,

  
Bob Thorn  
PASFAA President

# 2001-2002 Annual Financial Report

Below is the final report for the 2001-2002 fiscal year ending June 30, 2002. This information is provided to the membership in accordance with the By-Laws, Article III, Section 4.

## BEGINNING CASH BALANCE , 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>	
<b>TOTAL CASH BALANCE</b>		<b>161,122.17</b>

## RECEIPTS

Membership Dues - Active	21,040.00
Membership Dues - Associate	7,980.00
Membership Dues - Student	0.00
Conference Sponsorship	79,050.00
Conference Vendors	6,500.00
Conference Fees	52,563.00
Directory Sponsorship	14,000.00
Listserv Sponsorship	4,000.00
Training Sponsorship	12,000.00
Newsletter Sponsorship	10,000.00
Training Fees	5,240.00
Miscellaneous Income	1,260.00
Interest/Investment Income	2,497.30
<b>TOTAL RECEIPTS</b>	

## TOTAL FUNDS

### EXPENDITURES

Executive Council	5,021.81
Government Relations	496.00
Elections	261.98
Membership/Volunteerism	4,228.84
Governance	504.57
FA Awareness (ad hoc)	4,425.78
Finance/Development (ad hoc)	2,149.67
Technology (ad hoc)	5,036.15
Training (ad hoc)	32,175.01
Special Projects	10,000.00
Newsletter	15,390.18
Conference	94,141.73
Conference Committee	12,696.52
Future Conference	185.00
Administrative Travel	4,350.57
Administrative Expenses	4,704.59
Professional Service Fees	1,370.00
Sector Expenses	594.95
Directory	4,712.79
Contingency Reserve	3,670.30
<b>TOTAL EXPENDITURES</b>	<b>206,116.44</b>

### BALANCE (Total Funds minus Expenditures)

Unrealized Appreciation/Depreciation	-7,822.83	<u>171,136.03</u>
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### BALANCE

163,313.20

### CASH ON HAND, June 30, 2002

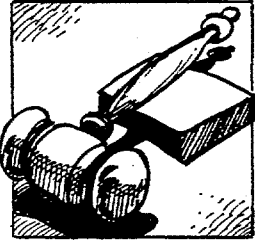
Checking Account	68,014.09	
Prudential Securities Growth Fund	4,956.70	
Prudential Securities Equity Fund	38,904.31	
Prudential Securities Money Market	<u>51,438.10</u>	
TOTAL CASH ON HAND		<b>163,313.20</b>

SUBMITTED BY:

  
Ronald P. Dawson, Treasurer

# 2002-03 Election Results

Submitted by  
Gary Means  
Past President



I am please to announce the election results from the 2002 Conference recently held at the Hershey Lodge and Convention Center in Hershey, PA.

Elected to the position of **President-Elect** was **Jean M. Walker**, the Director of Financial Aid at Butler County Community College. Jean has been very active in PASFAA and brings a lot of experience with her. This position is a three-year commitment, and I am confident that she will provide great leadership for the Association.

Elected to the position of **Vice-President** was **David R. Smedley**. Currently the Director of Financial Aid at Valley Forge Military Academy and College, David has been involved in a number of activities the past few years and has a great personal interest in government relations issues. He has served on the Government Relations committee and as Vice-President, he will be the Chair for that committee for the next two years. I am sure David will be an active vice-president and keep us aware of the upcoming Reauthorization.

Elected as **Secretary** for the next two years was **Kimberly J. McCurdy**. She is currently the Assistant Director of Financial Aid at Mansfield University of PA. Kim has been on a number of committees and is excited about being Secretary. She has an interest in journalism and already is doing a good job on keeping minutes for the Council meetings.



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

Elected as **Treasurer** for the next two years was **Sheryle A. Proper**. She is the Associate Director of Financial Aid at Allegheny College. The Treasurer does an important job for PASFAA, and Sherry has a great interest in dealing in fiscal management matters. I have already seen that Sherry has the right dedication to be a good Treasurer for the Association.

Elected to the position of **At-Large Sector Representative** was **Margaret F. Hynosky**, who will serve a two-year term. She is Associate Director of Financial Aid at the University of Scranton. Margaret served in this position for 2001-02 completing the final year of a two-year term when her predecessor had to step down. She has been active in PASFAA for a

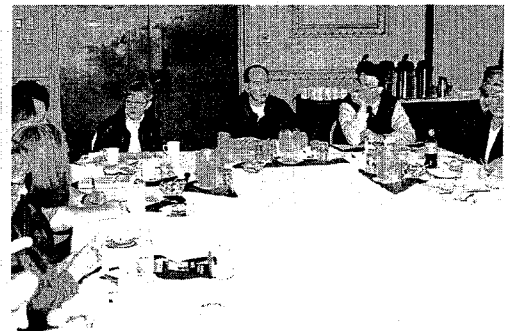
number of years and is looking forward to working in this position to help improve the Association.

Since no one ran for the **Business, Trade and Technical Sector Representative**, Robert Thorn, PASFAA President, appointed **Stephen Helfrich**, Associate Director of Financial Aid at York Technical Institute, to fill the position. The appointment was approved by Council for a one year term.

Thanks to all members who ran for office this year. It's not too early to think about running for an office or sector representative for next year. All sector rep positions, except the at-large sector representative, are up for election next year in addition to the president-elect.



Outgoing president, Gary Means (left) presents the gavel to incoming president, Bob Thorn.



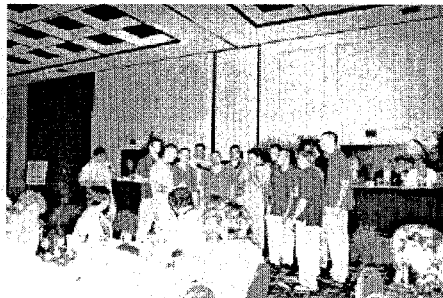
The new Council held their first meeting at the conference.



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

# PASFAA Express Makes a

Submitted by  
Elizabeth McCloud  
2002 Conference Committee



Phalanx, Elizabethtown College's men's a cappella vocal group, performed Sunday evening to an enthusiastic crowd.



Our hosts, the 2002 Conference Committee.



Dan Brent, Citibank, talks about how to motivate employees in his session, "Encouraging the Heart: Manager as Cheerleader."



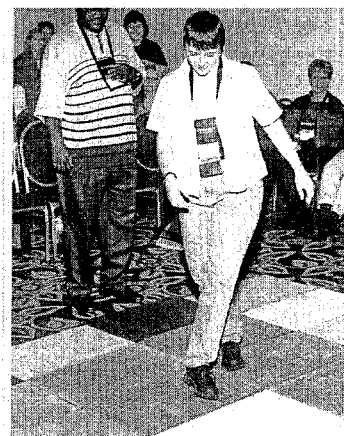
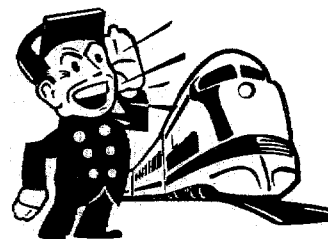
Some of the past presidents gathered at this year's conference.

A record 562 conferees came aboard the PASFAA Express during the annual conference October 20-23 at the Hershey Lodge and Convention Center. Conferees found seven tracks to follow (or jump!) throughout the conference: Professional Development, General, Technical, Experienced, Graduate, Novice, and Loan Issues. Examples of the many options included Analyzing Tax Returns, Would You Want to Be Your Own Customer?, "C" Codes, Enrollment Management, E-Signature, Graduate Cost of Attendance, The Financial Aid Team - Steps to Success, One-Stop Shop, Program Reviews and Audits, Using Your Skills for Professional Advancement, Section 529 Plans, Cost of Borrowing, Program Reviews and Audits, Reauthorization Issues, Communicating with the Millennium Student, and Consortium and Contractual Agreements, just to name a few in each category. Whether a newcomer to the membership or a "Soothsayer," this year's attendees found sessions of interest for everyone.

Registration began on Sunday afternoon, as did the first group of concurrent sessions. Those arriving in the lobby were greeted by specters of conferences past (no, this isn't a reference to the Council members who served as greeters!) garbed in PASFAA attire and conference bags from through the years. These were followed by the opening business meeting, which included prizes for some lucky attendees! Then came the President's Reception and the opening dinner where members renewed friendships and first-time attendees were welcomed to the group. Dessert entertainment was provided by Phalanx, Elizabethtown College's premier men's a cappella group. This student-directed vocal ensemble was a hit with the audience! After dinner, conference attendees were free to check out the Lodge's various entertainment options and enjoyed receptions sponsored by our lender partners.

On Monday, the Express stopped for sector meetings and 24 sessions from which to choose. Monday's luncheon featured Assistant Secretary for Postsecondary Education, Sally Stroup, with an update on projects that the Department of Education is currently pursuing. Former U.S. Congressman, William Goodling and PHEAA President and CEO, Michael Hershock recognized Ms. Stroup for her years of service to the financial aid community. After such a busy day working on the railroad, conferees relaxed at happy hour in the Exhibit Hall with the vendors. This was followed by dinner featuring guest speaker Kathleen Smith, the former federal relations director for PHEAA and now a Professional Staff Member for the Majority Staff and working for the House Education and the Workforce Committee. Resort entertainment and more receptions rounded out the evening.

Tuesday found the Express stopping at the computer users segmented meetings. These were followed throughout the day by 18 more sessions to choose from. Tuesday morning



Finding their way through the maze as part of Dan Wray and Mike Bertonaschi's 'Teamwork' session.



The Reauthorization session drew a crowd looking for updates on the latest news.

# Stop in Chocolatetown



Retired Congressman, William Goodling, presents Assistant Secretary for Postsecondary Education, Sally Stroup, with sneakers to replace those he's sure she's worn out.



A happy conferee collects her garden-themed door prize from Tony LaRe and Michiale Schneider.



Sheree Fetcho (right) presents Alisa DeStefano with a gift certificate for a weekend stay at Seven Springs, the site of next year's conference.

also featured the fabulously entertaining Capitol Steps! They provided some welcome hilarity in the midst of the conference, with their admitted politically incorrect irreverent humor. Tuesday's highlights also included the annual Membership Luncheon, where a number of PASFAA members were recognized for their volunteer efforts. The closing business meeting brought the passing of the gavel to PASFAA's 35th President, Bob Thorn of California University of Pennsylvania, and featured many generous prize giveaways from the vendors.

Tuesday evening was capped off with a ride on the fun Circus Train! Conferees were invited to try their hand at a variety of carnival games to win cool PASFAA prizes. Also on board the circus train were a magician and clown and yummy carnival snacks. Finally, photos were available for friends and colleagues to remember another fun conference.

On Wednesday morning, attendees enjoyed looking through the pictures from the Circus Train on the way into the federal and AES/PHEAA updates. These sessions marked the end of this year's conference. Afterwards, attendees picked up their box lunches and headed home to mark next year's PASFAA Conference on their calendars for October 19-22, 2003 at Seven Springs Mountain Resort.

PASFAA extends a big thank you to all of our conference sponsors who supported the conference activities and made this year's conference such a sweet success! The Conference Committee extends our appreciation to all of the vendors, presenters and members who contributed so much to this year's conference through your involvement. Thank you! See you next year in Seven Springs.

*Conference photos throughout this issue courtesy of Donna Cerza, Alisa DeStefano, Greg Gearhart, Linda Malchano, Tim McGowan Studio, Mary Miller, Michiale Schneider.*



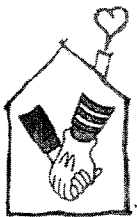
Fran Stefany and Clarke Paine wait for the Capitol Steps performance.



Judy McKenna calls numbers for hopeful bingo players at the M&T booth.

## Ronald McDonald House Benefits from Conferees' Generosity

Submitted by  
Joetta Bradica  
2002 Conference Committee



PASFAA conference goers generously supported this year's community service project for the Ronald McDonald House in Hershey. The 2002 Conference Committee would like to thank everyone who contributed in any way. Its success reached far beyond our expectations. We presented Todd Laser, house manager, a check for \$720 and loaded his van with 14 boxes of donated toys and supplies for the house. A special thanks to the group from Reading Area Community College, who collected over \$100 for this project along with donations of toys and supplies. Congratulations also to our raffle winners, Joan Holleran, who won the luggage, and Scott Miller who won the footlocker. PASFAA received a lovely thank you letter from the Ronald McDonald House Charities of Central Pennsylvania indicating their appreciation of our support in helping them to provide a "home away from home" for families during the difficult time of their child's illness and hospital treatment. The overwhelming support for this project just confirms the generosity and dedication that is so characteristic of the PASFAA membership.



Todd Laser (second from right) accepts PASFAA's donation from Joetta Bradica (second from left) while raffle winners Scott Miller and Joan Holleran look on.

## 2002 Membership Service Awards

Submitted by  
Gary Means  
Past President



The Membership Luncheon was held on October 22, 2002 at the Conference and we recognized a number of members who volunteer to make this organization successful. Volunteerism was an important issue for me the past year and I was glad to see so many people willing to volunteer to serve PASFAA. At the luncheon, we gave out some special awards to a few members to recognize their exceptional service to PASFAA.

### Distinguished Service Award

The Distinguished Service Award is a special award given to an individual who has provided exceptional service to PASFAA over the years. It is not based on just one activity but is based on continual service to the financial aid profession.



Vince Racculla (left) is presented with the Distinguished Service Award by President Gary Means.

This year's recipient, **P. Vincent Racculla**, has been involved in this profession for over 30 years and has provided great leadership and assistance to our Association. Vince started as a graduate assistant in Edinboro's Financial Aid Office, worked in the public schools for one year and then joined PHEAA in the State Grant area, first as a Government Career Trainee and then an Administrative Officer. He followed that with a year in the FAO at Carnegie Mellon and then returned to PHEAA as Coordinator of Financial Aid Office Services helping to develop the remote network in programs such as Need Analysis, DataLINK, and OneLINK. In 1999, Vince was appointed Senior Vice President for State & Federal Programs and continues in that role today. Many of us have had the pleasure to work with Vince, and I have always found him to be easy to talk to, as well as a caring and knowledgeable person. He is well deserving of this recognition.



Ken Grugel (right) accepts the Leadership Award.

### Leadership Award

The Leadership Award is given to those individuals who have provided outstanding leadership to our organization in the past year. This year, the award goes to **Ken Grugel**, who is the immediate past Vice President of PASFAA and is the Director of Financial Aid at Clarion University of PA. Ken has served on a number of committees over the years and most recently has been the chair of the Government Relations Committee. Ken was instrumental in creating the Legislative Guide that won a NASFAA State Award this past year. Also, when the prior PASFAA vice president had to step down, Ken agreed to finish the year left on the term and was elected to a two-year seat after that. Ken also served as faculty for the Don Raley Summer Institute this past year and will serve again next year. Congratulations to one of PASFAA's fine leaders.

### Emerging Leader Award

PASFAA Council created this award to help encourage and give recognition to those newer members who have shown interest in being involved in PASFAA and have been active on committees or other activities.

This year the award goes to **Brian Blackburn** from Widener University. Even though he has only been in aid three years, Brian has already shown his desire to be active in PASFAA and has served on a few committees. He has been on the Newsletter Editorial Board and the Financial Aid Awareness Committee. This year he steps into the role as Chair of the Financial Aid Awareness Committee. Brian also attended the Leadership Training held before the conference. Thank you, Brian, for taking the initiative to get involved early on in your career.



Brian Blackburn (right) earned the Emerging Leader Award.

## President's Award

This award is given by the PASFAA President to recognize an individual who has provided exemplary service to PASFAA and assisted the president in carrying out his or her goals for the Association.

This year's recipient has been very active in PASFAA and always made herself available to me during my term as president to bounce off ideas and ask her opinions. She served as Chair for the first Leadership Training Seminar and is the President-Elect of PASFAA. She is a prime example of someone finding and making time to volunteer and contribute to this Association. I admire her for her hard work and dedication to PASFAA. This year's recipient of the President's Award is **Jean M. Walker**, Director of Financial Aid at Butler County Community College.



Jean Walker (right) received the President's Award.

Congratulations to all the Award recipients. Thanks for your contributions to PASFAA.



## PASFAA Wants You to Help Improve Federal Student Aid Programs

Submitted by  
David R. Smedley  
Vice President

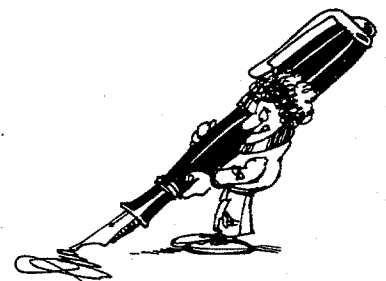


Uncle Sam and Uncle PASFAA want you! Yes, you – to offer comments and suggestions on how the law that governs federal student aid programs could be changed, in your view, to better assist students. The law which governs federal student aid programs, known as the Higher Education Act of 1965, comes up for "reauthorization" in Congress next year. This process provides Congress with the opportunity to make changes in the existing law. NOW is your time to be a part of this process because, as working financial aid professionals, you have firsthand knowledge of how federal student aid programs work, and no doubt have suggestions about how it could be changed to make it better – for students AND for financial aid professionals such as ourselves.



NASFAA and EASFAA have been active in gathering proposals for reauthorization, and PASFAA will be joining the call, too, with your help. I want to challenge everyone who reads this message to think about how you would make changes in the existing law governing federal student aid programs – what you would change and how? Doing so does not have to be sophisticated – in fact, it can simply take the form of jotting down an idea or two that you think might work.

Think about how you would change federal student aid programs. Then send your idea(s) to be by email at [dsmedley@vfmac.edu](mailto:dsmedley@vfmac.edu), or fax it to me at (610) 989-1596. I will compile all ideas received in order to prepare a position statement on HEA Reauthorization for PASFAA. No idea is too small or insignificant. We would like to hear from a cross section of financial aid professionals – especially support staff and counselors, in addition to those in the administrative hierarchy of FAOs. We all serve students, so think about how we could improve federal student aid programs to help more students to pursue post-secondary education.



## Award Recipients Express Thanks

Dear Friends and Colleagues:

I want to thank the PASFAA membership for honoring me with the **Distinguished Service Award** at our recent conference. Being recognized by the Association with this award left me speechless, and those of you who know me would find that to be extremely unusual! My few words of thanks at the podium do not come close to describing my heartfelt appreciation for this honor.

I am truly blessed to have a career that afforded me an opportunity to work with such outstanding and caring professionals as those in PASFAA. Since attending my first PASFAA conference in 1975, I continue to be inspired by the many lifelong friendships we share and the camaraderie that exists in our state organization. I share this award with the many dedicated members of my staff, and those past and present with whom I have worked in the aid community. Serving PASFAA has been a privilege and I look forward to continuing to work together as advocates for higher education in the Commonwealth.

Once again, my sincere thank you to the PASFAA membership for this award and for your continued support and friendship.



P. Vincent Racculia, Executive VP, State Grant & Federal Programs, AES/PHEAA


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Dear PASFAA Colleagues,

This note is to express my heart-filled thank you for presenting me with 2002 PASFAA **Leadership Award**.

As a member of our organization for the past 26 years, and having been involved with many programs and activities, I must say that receiving this recognition is the capstone of my professional career in the field of financial aid administration.

Again, allow me to say "THANKS".



Kenneth E. Grugel, Director of Financial Aid, Clarion University of PA

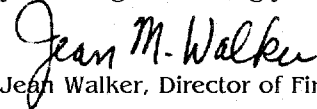
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Dear Gary,

I was both honored and touched to be presented with the **President's Award** at this year's conference. As I see it, my service and contributions to PASFAA pale in comparison to the benefits I have reaped in return. I credit PASFAA and its members for my professional growth and development, and I will always appreciate the mentoring and professional advice you and other Association members have so selflessly given to me over the years.

Serving as Chair of the Leadership Development Committee this past year was both exciting and rewarding. Knowing that I would be directly involved in developing training for future PASFAA leaders while accomplishing one of Council's long-standing goals was very satisfying. The Leadership Training was a success because of Council's support, the hard work and dedication of my fellow committee members, the willingness of the presenters to donate their time and talents, and the enthusiasm of the participants. I am grateful to everyone who was involved with the project and thank you all for your contributions.

Congratulations to you on a successful year as PASFAA's 34th President. I am looking forward to serving on Council with you during the coming year, and again, thank you for this wonderful recognition.



Jean Walker, Director of Financial Aid, Butler County Community College

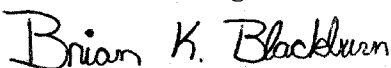
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Dear Gary, Members of Council and PASFAA Members:

Words cannot begin to express how much I appreciated being selected as the recipient of the 2002 **Emerging Leader Award**. While sitting and listening to Gary give his presentation, I did not realize he was talking about me. There are so many deserving people that this award is not solely mine, but belongs to each and every volunteer who gives so freely of their time and talents.

Thank you to everyone who has encouraged me to become more involved, especially the best mentors an aid professional could ever ask for: Gary Means, Ethel Desmarais and Valerie Mockus. I hope that I can someday provide the leadership that these individuals have given to me.

Again, thank you for honoring me with this award. The plaque is hanging in my office and serves as a daily reminder of the value of volunteering.



Brian K. Blackburn, Financial Aid Counselor, Widener University

*This article begins a series of reflections about the business of financial aid from a variety of viewpoints.*

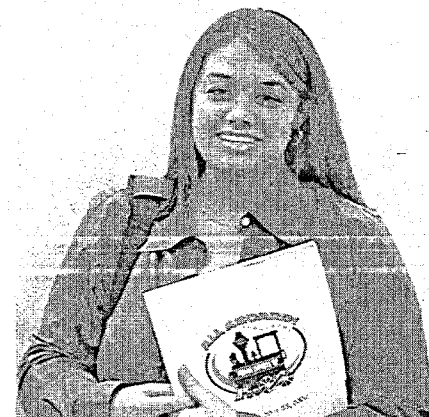
## From the Perspective of a New Professional

Submitted by  
Tonya Anthony  
Millersville University



All aboard? Prior to attending my first PASFAA conference, it almost felt like I was running behind the train, instead of boarding it with all the other "passengers." I have only been a professional in the financial aid field for about six months. I have had prior experience in financial aid as a work-study student and a graduate student (at IUP), adding up to nearly six years of exposure to the field. I was anticipating the conference with much excitement, excited to meet new people in the profession, network, and learn and share new ideas. It doesn't take long to realize that as much as you think you know in the profession, there is always something else to learn.

As a new professional, I attended the Fundamentals Workshop prior to the conference. The presenters did a terrific job of giving an overview of financial aid. Once the conference started and everyone arrived, the excitement grew. I was eager to meet new people, but a little intimidated by the experienced professionals. Throughout the conference, my nervousness and worry were put at ease as I met so many friendly and knowledgeable people. Meeting the professionals who have been in this field for more than 35 years was extremely inspiring to me. In fact, meeting those in the field more than five years was inspiring! I was one of the very few who said, "I want to go into financial aid as a career." No, really, I did say that, and yes, people did look at me as if I were crazy.



Tonya Anthony attended her first PASFAA conference this year.



Attending the PASFAA conference and meeting people in the field was a great opportunity for me. PASFAA is a great way to meet new people, network, and share ideas, which is exactly what happened at the sessions I attended. I found them to be very informative and valuable to me as a new professional. I had a hard time choosing which session to attend because there were so many good sessions offered. I had an excellent time at the conference thanks to the conference committee, the vendors/sponsors, the presenters, and the other attendees. There is so much to learn as a new professional, and I am truly fortunate I had the prior experience and mentors who were so willing to help me learn. This field can be so intimidating and overwhelming to a new professional, but by finding the right networks, identifying mentors, and having a willingness to learn, I have found that you can thrive in this profession. I am looking forward to many more years in financial aid, meeting new people, and getting more involved with PASFAA. I can't wait until next year's conference!

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

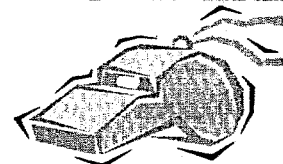
## What Would You Do?

Submitted by  
Judy Rile  
Newsletter Editorial Board



Here's the scenario: The student and her parents complete the FAFSA during January of her senior year in high school and submit it to the processor. In February, on her 18th birthday, she moves out of her parents' house and moves in with a friend. When she gives you a copy of her SAR, you see she is selected for verification. The parents, when contacted, refuse to give you any of the verification documents, because she is no longer living in the household. She claims she moved out of the household because they "didn't get along" and wants to be considered independent because she does not rely on them for any financial support. She has a part-time job, but relies on the generosity of friends for food and housing. There is no documentation of physical or emotional abuse.

# YOU Make The CALL

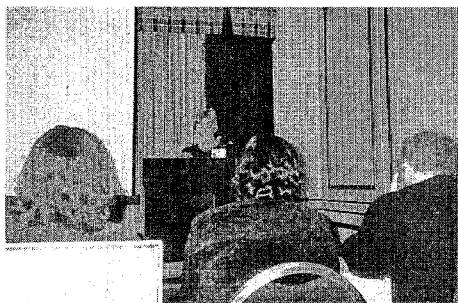


What do you think – is she dependent or independent? What would you do?

# Pennsylvania Financial Aid Training Program

Submitted by  
Donna Cerza  
Chair, Training Committee

## 2002-03 Training Programs Offer Something for Everyone



Brandi Darr covers financial aid basics at the Fundamentals Workshop.

The 2002-03 training year is offering a variety of programs designed to meet the varied training needs of our membership. From novice to veteran, our goal is to provide events that will enhance our professional development while simultaneously serving as a vehicle for networking within our profession.

The year kicked off with the **Fundamentals Workshop** and **Leadership Development Training**. Both events were conducted on October 19-20 preceding our annual Conference.

The **Fundamentals Workshop**, held at the Hershey Lodge, provided 38 attendees with an overview of basic financial aid principles and offered guidance on interpretation of policies and procedures. The levels of participants' experience ranged from one week through one year. All benefited from the expertise of our faculty, Brandi Darr and Alisa DeStefano, who did an excellent job. Many thanks to them for sharing

their time and talents. Thank you to the committee chair, Linda Malchano, and committee member, Wendy Dunlap, for the efforts involved in orchestrating the training event. Also, much appreciation is extended to our friends, Diana Sheehan and Tina Reinhoel, both of AES/PHEAA, for all that they do to ensure the success of this program.

Under the leadership of Jean Walker, Chair, the first **Leadership Development Training** program was conducted at the Hilton Garden Inn, Hummelstown, PA. Twenty program participants, who aspire to develop as leaders within the organization, were offered an excellent opportunity to "learn from the pros". The presenters offered attendees their experience and guidance on very pertinent topics. Included was a panel discussion involving the shared experiences of those who have held leadership positions in PASFAA, EASFAA and NASFAA. For additional information on this very successful training event, see Jean Walker's article in this newsletter. Thanks are extended to the Leadership Development Training Committee, presenters and PASFAA Council for their efforts and support of this very worthwhile program.



Wendy Dunlap (left) presented Fundamentals participants with certificates of completion.



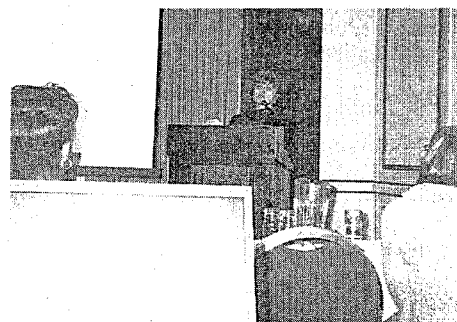
Getting ready for Fundamentals to start.

The annual **High School Counselor Workshops** were conducted throughout the state during the month of November. This annual event is planned and presented as a cooperative effort by PASFAA and AES/PHEAA. George Gerhart, Chair, reported 39 sessions were conducted to audiences of high school counselors and others who work with higher education bound individuals. Hats off to all who shared in the event by preparing, presenting, stuffing binders or serving as site registrars.

The **Teleconference**, lead by Kim Adamson, Chair, will be held on Friday, March 14 from 10-12 noon followed by a chat session from 1-2 p.m. The Conference is entitled "Eyes on the I's". This promises to be an interesting session focusing on tax issues (excluding verification) and international student issues.

Juli Louttit, Spring Training Chair, announced **Spring Training** will be held both in the east and west during April 2003. The western event is scheduled for Wednesday, April 9 at the Sheraton Inn, Warrendale. The eastern session is scheduled for Wednesday, April 16 at the DrexelBrook in Drexel Hill. The committee has requested your input for sessions by distributing surveys to our membership. Please remember to complete the survey and share your ideas and interests.

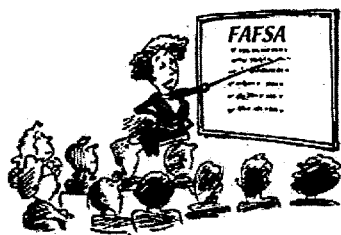
One final note - on behalf of the Training Committee, I would like to extend our best wishes to our colleague, Randy Harmon, who is relocating to California. Randy has served PASFAA in many capacities including Training Chair during 2001-02. Most recently he served as the 2002-03 Chair of the Intermediate Training Committee. During his 8 years of service to PASFAA, Randy has left his legacy of mixing hard work with good humor. He is known as a coach, a mentor and a good friend to many of us and will truly be missed. Good Luck Randy!



Alisa DeStefano addressed state grant issues at Fundamentals.

# High School Counselor Workshops Wrap Up for 2002

Submitted by  
George Gerhart  
Chair, High School Counselor  
Workshop Committee



The annual high school counselor workshop series was conducted in the fall at 39 sites across the state. PASFAA members and the AES/PHEAA Regional Directors presented the sessions to approximately 1,700 counselors from high schools and other agencies.

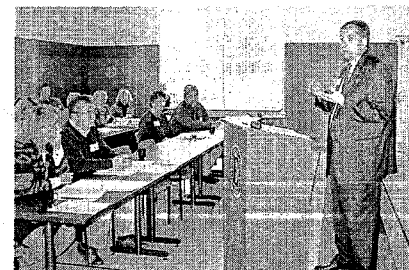
Evaluations by the attendees were extremely positive. The binder with the workshop information and related materials that was given to each counselor was deemed to be extremely helpful for use as a resource throughout the year.

The success of the workshop is due to the many PASFAA volunteers and AES/PHEAA staff members who served on the committee, prepared the materials and the binders, and served as presenters and registrars of the sessions.

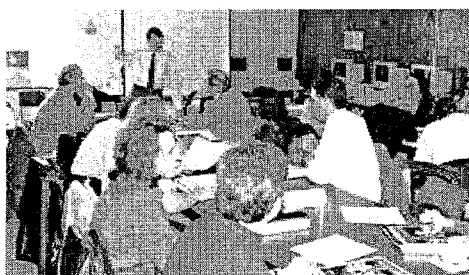
## Committee Members:

George Gerhart (Chair)  
Maryann Dudas  
Steve Fekete  
John Gorman

Jennifer Liedtka  
Donald Shade  
Dana Suter



Clarke Paine speaks to high school counselors at the Elizabethtown College site.



Ken Grugel answers a counselor's question at the Clarion University location.

Thanks also to Vee Blaine and Karla Roach at AES/PHEAA who directed the printing and its distribution, and to Dan Johnston who created the Powerpoint presentation. (Editor's note: Thanks to Dan Johnston and Bruce Diefenderfer for photo coverage.) Thanks also to the students and staff members at Penn State-Shenango.

## Binder Preparers:

Wendy Dunlap  
Cindy Farrell  
Cheryl Gerber  
George Gerhart  
John Gorman  
Donna Hoffman

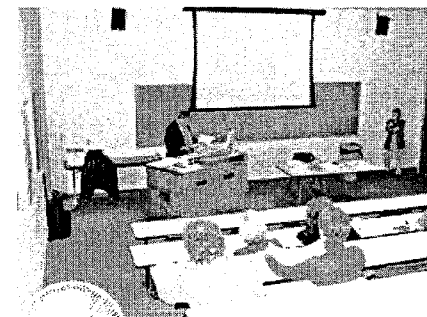
Dan Johnston  
Kerry Paoletta  
Jordan Peterson  
Patty Peterson  
Amy Sloan

## Presenters:

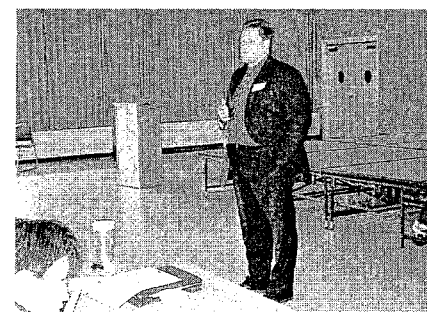
Thomas Ball  
Bonnie Lee Behm  
John Bieryla  
Kathryn Blaisdell  
Cheryl Browning  
Jim Cardinale  
Sandra Cronin  
Peter D'Annibale  
Brandi Darr  
Bruce Diefenderfer  
Cindy Farrell  
Anita Faust  
Greg Gearhart  
George Gerhart  
Ragan Griffin  
Patty Hladio

Melissa Ibanez  
Dan Johnston  
Jennifer Liedtka  
Christina Marrone  
Curt Marshall  
Sally Ann McCrea  
Kimberly McCurdy  
Ellen McGuire  
Gary Means  
Tom O'Donnell  
Tim Opgenorth  
M. Clarke Paine  
David Pearlman  
Pete Rautzhan  
Liz Rihl Lewinsky  
Judy Rile

Julie Salem  
Don Shade  
Stanley Skrutski  
Amy Sloan  
David Smedley  
Nan Sninsky  
Steve Stere  
Barb Struble  
Dana Suter  
Jim Treiber  
Christopher Vaughn  
Melissa Walsh  
Joan Willertz  
Christine Zuzack



Jim Trieber checks his notes at the Gannon University location.



Peter D'Annibale reviews the financial aid process with high school counselors.

## Registrars:

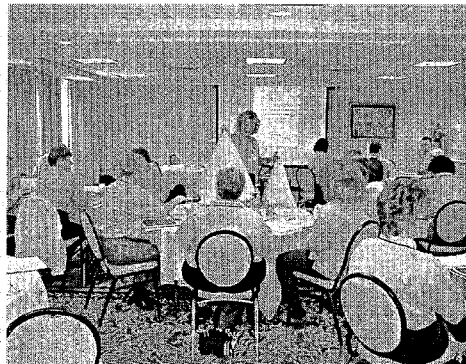
Dottie Brehm  
Cheryl DePaolis  
Sheree Fetcho  
Cheryl Gerber

Jane Gilbert  
Carolyn Julian  
Bill Kellaris  
Lisa Kend

Bernard McCree  
Kyle Mosley  
Mirtha Wilczynski

# First Leadership Development Training a Success

Submitted by  
Jean Walker,  
Chair, Leadership  
Development Committee



Jean Walker puts the class through an exercise in her session on leadership styles.

PASFAA's first ever Leadership Development Training was held at the Hilton Garden Inn in Hummelstown, PA, on Saturday and Sunday, October 19-20, 2002. The event was planned as a pre-conference activity prior to PASFAA's annual conference held this year October 20-23 at the Hershey Lodge and Convention Center.

The inaugural training workshop was limited to 20 participants who were selected based on recommendations from the eight sector representatives with input from PASFAA officers and committee chairs. The training was tailored for individuals with 3-15 years financial aid experience who were thought to have the potential and aspiration to develop as leaders within the Association. As graduates of the Leadership Development Training, the participants will be expected to take on a more active and stronger participation within PASFAA.

Participants included the following individuals:

Kim Adamson	Cedar Crest College
Margaret Barton	CCAC, Allegheny
Brian Blackburn	Widener University
Marguerite Borst	Albright College
Valerie Carles	Juniata College
Jeanne Cavaliere-Grover	Chestnut Hill College
Donna Cerza	College Misericordia
Patty Cegelka	University of Scranton
Debra Cross	Educaid, a First Union Company
Karen Fox	Lancaster Bible School
Mary Gazal	California University of PA
Michael Grover	National Education
Randy Harmon	King's College
Heather Kuhn	Pennsylvania State University
Annette Kelly	Delaware County Community College
Jennifer Liedtka	Lebanon Valley College
Bernard McCree	Thaddeus Stevens College of Technology
Kimberly McCurdy	Mansfield University
Stacey Vascavage	Arcadia University
Melissa Walsh	Villanova University



Participants and instructors pose for the first Leadership Development Training "class picture".

The training sessions, along with the presenters, are listed below:

## *Encouraging Teamwork, Time Management and the Art of Delegation*

Gary Means Westmoreland Co. Comm. College

## *Dealing with Conflict*

Valerie Mockus The College Board

## *Regulatory/Government Relations Issues*

Scott Miller AES/PHEAA

## *How to Run a Successful Meeting*

Mary Miller AES/PHEAA

## *Leader as Coach/Mentor and Other Effective Leadership Styles*

Jean Walker Butler County Community College

## *Leadership Roles Within PASFAA, EASFAA, NASFAA*

*Selling your Staff and Administration on your Participation in PASFAA, EASFAA, NASFAA*

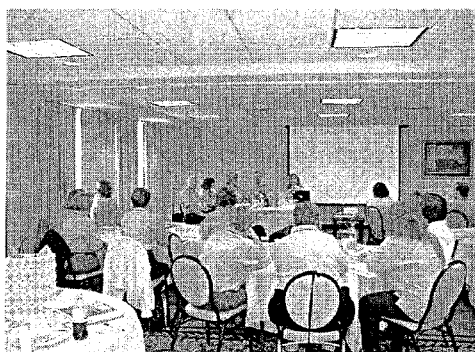
Bill Burke University of Scranton

Bill Irwin Lock Haven University of PA

Rachael Lohman Wilkes University

Mary Miller AES/PHEAA

Chris Zuzack Indiana University of PA



Presenters discuss leadership roles within our professional associations.





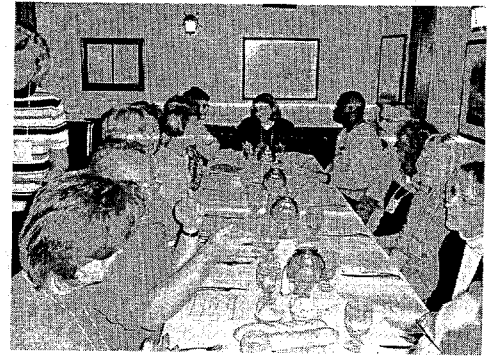
Gary Means covers teamwork, time management, and delegation.

David Knapp, Ph.D., President and CEO of Clear Ideas Consulting in Englewood, CO, was the keynote speaker at dinner on Saturday evening. Dr. Knapp has conducted leadership training throughout the United States and Europe and presented *The 12 Myths of Leadership* for the attendees.

The training event was very well received. The written evaluations received from the participants were as positive as the verbal feedback we received during and following the training workshop. Based on the feedback from the participants, committee members, and presenters, I am happy to report that Council approved the continuation of the leadership training for future offerings. The training will be offered again next year and then on an every other year cycle after that.

The 2002-2003 Leadership Development Committee under the direction of Chair, Lisa Kendi, will use the comments and suggestions received from this inaugural training to revise and revamp the leadership seminar for next year. Look for information regarding the 2003 Leadership Development Training in future Newsletter articles, on PASFAA's website, and through announcements in the PASFAA electronic bulletin board.

I very much enjoyed being involved with such a fun and worthwhile project. I want to thank Council for their support and for giving me the opportunity to be chair of the Leadership Development Committee. The committee members including Lisa Kendi, Bill Burke, Gary Means, Mary Miller, and Valerie Mockus were all great to work with, and I want to thank them along with the presenters for their hard work and dedication in making the event successful. The participants were all enthusiastic and eager to learn, and I am confident that we will see these individuals making great contributions to PASFAA in the future.



Presenters and participants continue the discussion over dinner.

## PASFAA Scholarships Awarded at Conference

Submitted by  
Bob Thorn  
PASFAA President

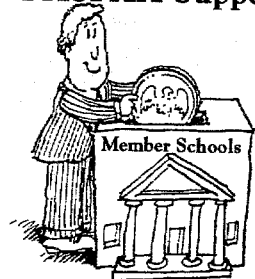
Once again, PASFAA awarded 10 scholarships for \$1000 each to member schools at the annual conference. The recipients were selected at random from the membership list and did not have to be present to win. The following schools are this year's recipients:



Suzanne Sparrow pulls a winning school's name from Gary's lucky Steelers' hat.

Bucks County Community College  
Allentown Business School  
Pittsburgh Institute of Mortuary Science  
Bunker Hill Community College  
West Virginia University  
Montgomery County Community College  
Cabrini College  
University of Pittsburgh  
McCann School of Business and Technology  
Temple University

### PASFAA Supports



# What Say Ye?

## Nuggets of Wisdom from the Financial Aid Soothsayers

Submitted by  
Alisa DeStefano  
Newsletter Editorial Board



Financial aid royalty, of sorts, visited the 2002 PASFAA Conference to bestow their experience and "pearls of wisdom" to the throngs of loyal financial aid subjects (okay, there were about 50 of us). Introduced in grand style was Her Majesty, the Queen (Rachael Lohman), Prince Vince (Vince Racculia), the Wizard (Bill Burke), the Doctor (Bill Irwin), and the Gypsy (Anna Griswold), who made her appearance in the Magic 8 Ball as she was not in "physical form" at the conference.

Although this session was designed to help novices understand the emotional battles of financial aid and how to get through the day without ulcers, most of the attendees were those with many years of experience under their belts and were hoping that the panel would be able to share from their wealth of experience on how to get through the day, period, and maintain long-term sanity. Here are the "royal" soothsayers' suggestions:

### "Wizard" Bill Burke's Quotes of Candor

#### Don't Shoot a Dead Horse

"Forgetting about the poor horse, the saying really means do not waste your time and energy." There are some "processes that could waste a lot more time and effort for the rest of my staff." For example, if a reduction in income will obviously not make a difference (i.e. \$300,000 income is reduced to \$150,000), the Wizard's institution won't encourage the family to pursue a special consideration reprocessing of eligibility.

#### My Secret Words

"I have some secret words that I am willing to share with you – please and thanks. While we certainly have authority and power over many that we deal with on a daily basis, we are not exempt from common courtesy. No one can use (the word) thanks too often. Use it at the end of every e-mail, memo and letter."

#### Don't Ever Give an Auditor More than He or She Asks For

"Never volunteer information, unless specifically requested. Always provide summary information first. Only answer the question asked and do as briefly as possible. The only good question to ask an auditor is 'Why do you want that information?' Never ask an auditor how things are going during the course of a review. Moreover, remember always to say thanks at the end of a review."

### "Prince" Vince Racculia's Musings

#### Perspective

"Keep everything in perspective. Deal with it, but don't dwell on it once it is handled. Don't get caught up in things you can't change. Do your job first. The more you worry about how others do their jobs, the quicker you will burn out in the financial aid environment."



"Queen" Rachael leads the procession of financial aid soothsayers.



(l to r) Wizard Bill, Prince Vince, Doctor Bill and Queen Rachael.

#### It's About Education

"Remember that it is all about helping students get an education. If that's not your goal, you are in the wrong job. Your satisfaction has to come from your contribution, not from your compensation. You have to sincerely believe that the students you help now will eventually help make the world better for your grandchildren."

#### You're Not Alone

"Don't ever believe you're in this all alone. Working with people sharing the same "lot" in life gives us a chance to commiserate with each other and find support and assistance on how to handle issues and problems."

### "Doctor" Bill Irwin's Prescriptions

#### Turkeys

"One year we developed an idea in the office where we were going to get turkey stickers to put on the folders of students who proved themselves to be the biggest turkeys. Just having this plan among ourselves proved therapeutic as we could say 'potential turkey' after a particular trying encounter."

#### There Are Greater Concerns Out There

Keep in mind it's important to not take situations too seriously. "We are not curing cancer here. In the overall scheme of things, there are far greater concerns than some of the issues we expend considerable personal energy on."

#### Whose Fault Is It Anyway?

Something the good doctor has observed with repeat offenders: "If you have problems with your financial aid every year, then maybe the problem isn't with financial aid."

Regarding our own errors, Dr. Bill states, "What is the worst thing that can happen if you make a mistake? (Because we are going to make mistakes; it is part of the human condition.) Since you probably won't be shot at dawn, getting fired is the worst thing, and how likely is that really?"





### "Her Majesty, the Queen" Rachael Lohman's Gems of Wisdom Out of the Office

"If you are assuming a leadership role that takes you out of the office, prepare your staff for your absence. Your absence should not create roadblocks for them in accomplishing their work. Do not expect your staff to do the work that you volunteered to do as a member of a professional association. Just because you decide to be 'involved' does not mean that your staff should inherit more work."

### Personality Test

"Know your staff's personalities. Some individuals work best on a 'need-to-know' basis while others like to know all of the possibilities and be part of the decision-making process." You are working with individuals; treat them like individuals and be aware of their needs. Don't let your time out of the office short change your attention to your staff; they are the ones who will 'get it done' when you are not there.

### "Gypsy" Anna Griswold's Magic 8 Ball Insights

#### Ethical Dilemmas

"When faced with an ethical dilemma, always search for the high road. When you think you have found it, take that road. Always try to do the right thing and think about how your decisions will affect all the people who will have a stake in your decision. Admit when you make a mistake, and don't dwell on the mistake."

#### Teamwork

"We are not just administrators. We are educators. That makes you think a little differently about your role. We are infinitely better working as a team than working as individuals. When solving a problem, think about how you want the outcome to look...." Plus, "Never underestimate the value of humor and laughter in the workplace."

As I sat listening to this panel at the conference (and I wish you could have seen it if you didn't – it was quite interesting to see them in costume, especially Vince Racculia in tights), I found myself encouraged and relieved for a few reasons: 1) We all make and will continue to make mistakes – don't get hung up on this and move on. 2) We are all educators and not just administrators – we teach students responsibility and accountability. 3) It's important to keep everything in perspective – my job does not decide whether someone lives or dies. And finally, 4) it is very important to come up with humorous ways to deal with the day, and laugh – a lot – which you would have done if you had seen Vince Racculia in tights. Thanks to the panel for being good sports and for sharing their "infinite wisdom."



"Gypsy" Anna "spoke" through the Magic 8 Ball.



## WASHINGTON UPDATE Of Elections, Lame Ducks & Next Year

Submitted by  
Scott Miller  
Federal Relations  
Director, AES/PHEAA

With the results of the November 5 election still being analyzed and scrutinized, Congress convened for a "lame duck session" the week of November 12, 2002. From the time the gavel fell, it was clear that both Democrats and Republicans wanted to keep this lame duck session short.



Senator Judd Gregg (R, NH) will lead the Senate's efforts on reauthorization.

To do so, they have, in effect, "punted" final decisions on key issues to the next Congress. Most significant is their adoption of another long-term continuing resolution, rather than individual appropriations bills. This means that, for the time being, no increases have been approved for any federal spending programs related to higher education. Under the continuing resolution, funding is maintained at the levels approved for the 2002 Federal Fiscal Year. Congress still has a chance when it returns in January to finalize a more thoughtful package of appropriations bills, including those covering education programs. Whether they will be able to reach agreement on new funding levels in January is still an open question. So, we still do not know if there will be an increase in the Pell Grant maximum or in any of the other student aid programs for the 2003-2004 academic year and we won't, until sometime after Congress reconvenes on January 7, 2003.

It is also not clear if and how the results of November's elections will impact the upcoming reauthorization of the Higher Education Act. The one sure thing is that Senator Judd Gregg (R, NH) will lead the Senate's efforts on reauthorization in his role as the Chairman of the Senate Committee on Health Education Labor & Pensions (HELP). Senator Edward Kennedy (D, MA) is expected to be the ranking Democrat on the HELP Committee and will still play a major role in the reauthorization. No major changes are expected on the House side, but final decisions will not be made until early next year. Early speculation is that with the Republicans in control of the House, Senate and the White House, the reauthorization effort may be on track to be finalized in 2004. There had been some concern that partisan differences could have slowed the process down and stretched it out beyond 2004. Hearings should begin in earnest early in 2003 and continue at least through the summer. Legislative drafting may begin as early as the fall, especially on the House side.

For those of us in higher education, this means that we can't wait too long to advance proposals and identify issues of concern. Those proposals and issues should be transmitted as soon as practicable to your Members of Congress and Senators, to the education committees in the House & Senate, and to the associations that represent your interests in Washington, DC.

### What's



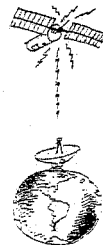
on the  
Hill?

## Annual Teleconference in the Works

Submitted by  
Kim Adamson, Chair  
Teleconference Committee

The annual Teleconference will be held on Friday, March 14, 2003 from 10 am to noon, followed by a live chat room from 1-2 pm. This is a change in time from prior years to accommodate our viewers on the West Coast.

Our theme this year is "Eyes on the I's: Income Tax and International Student Issues". We are fortunate to have representatives from the IRS and INS as part of our panel. Also, Scott Miller will be closing our teleconference with his Federal Update. Mark your calendars for this important event.



## Financial Aid Handbooks Now Available with New Name

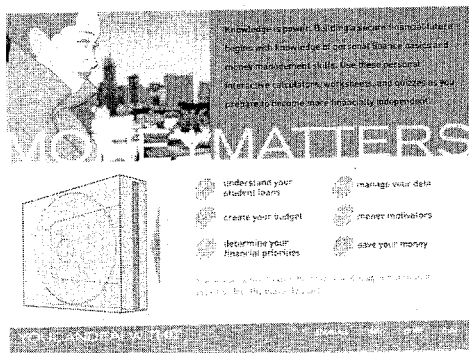
Submitted by  
Kathy Myers  
AES/PHEAA

2003-04 guides to financial aid are now available. *MyMentor Guide to Financial Aid* is the new name of the improved publication, previously known as *Moving On to Higher Education*.

The *MyMentor Guide to Financial Aid* handbooks are provided free-of-charge by American Education Services to students and their families who are interested in obtaining financial aid. The handbook provides information on financial aid options, how to determine one's financial need, how to apply for aid and what programs are available. It provides a checklist and timeline to aid students in meeting financial aid deadlines and offers information about online resources that can make the entire process quick and convenient. To order copies of *MyMentor Guide to Financial Aid*, please call 717-720-2509.



## Default Prevention and Money Management CD Available



A new CD-ROM, *Money Matters*, is now available from YouCanDealWithIt.com to assist college graduates in gaining financial independence. The *Money Matters* CD provides interactive features to help young adults increase their financial literacy, avoid loan default and find loan repayment options.

*Money Matters* uses interactive worksheets, quizzes and calculators to help users in understanding their student loans, creating a realistic budget, managing debt and saving money. An in-depth section on student loans provides borrowers with information on their rights and responsibilities, loan repayment, grace periods, tax deductions and the consequences of default. Borrowers may also find the debt management portion of the CD especially helpful as they learn how to pay off credit balances and avoid the hidden dangers of long-term interest.

The YouCanDealWithIt.com *Money Matters* CD-ROM is available to students at their school's financial aid office or in a downloadable format accessible at [www.youcandealwithit.com](http://www.youcandealwithit.com). The CD-ROM was also distributed at the Federal Stafford Loan Fall Workshops.

The YouCanDealWithIt.com Website is sponsored by AES in an effort to help recent and soon-to-be college graduates avoid student loan default. The site offers tips on resumé writing, job searches, apartment hunting, the pros and cons of buying versus leasing a car, information on savings, advice on credit card borrowing, links and calculators to assist in budgeting. Debt management, student loan tax advantages, career development and debt survival information was added as a component of the recent Website redesign. The site was launched three years ago in a proactive approach to lowering student loan default.

**youcandealwithit.com**

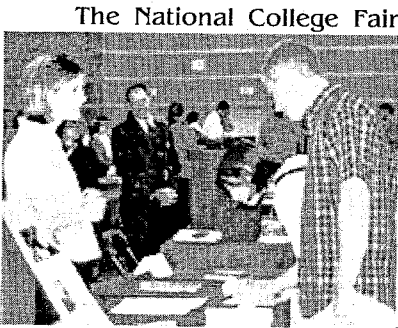
**AES**  
American Education Services  
a division of pheaa

**PHEAA**  
Creating Access to Education

# Financial Aid Awareness Activities

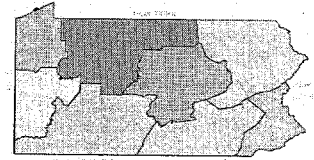
Submitted by  
Brian Blackburn  
Chair, Financial Aid  
Awareness Committee

As of November 9, there are 31 volunteers listed on the Financial Aid Night Presenters Map on the PASFAA website under the Guidance Personnel subheading. Several more volunteers are still to be added with a call for more going out over the PASFAA listserve.



Interested students check out the offerings at a college fair.

The National College Fair in Philadelphia on November 17 was fully staffed with 13 volunteers representing the PASFAA table. Brian Blackburn, Bonnie Behm and Chanel Greene along with AES/PHEAA representatives were presenters at the fair. AES/PHEAA staff discussed state funding while the PASFAA representatives covered federal and institutional funding. Special thanks for the volunteer who came from the farthest distance, Allison Seagle from Pittsburgh Technical Institute, who took time out from visiting friends in Philadelphia to work the morning shift.



Clicking on a region of the map brings up list of volunteer financial aid night presenters.

The committee is exploring an online Financial Aid Chat Night as a supplement to our current activities. AES/PHEAA has given us tentative approval to use their office and computers as a base for this project. Committee members would serve as the chief responders, with some of our more seasoned PASFAA members invited to participate as well to provide the widest knowledge base possible. A tentative target date would be late January or early February.

Two openings exist on the Awareness Committee with a call going out to Western PA PASFAA members who might have an interest in helping cover activities in the western part of the state. The Awareness Committee for 2002-2003 currently includes:



Brian Blackburn (Chair)  
Kathryn Blaisdell  
Patty Cegelka  
Mysti Dinger  
Patsy Hutchins  
Jamie Kosh  
Liz Rihl-Lewinsky  
Keith New  
Christine Soda  
Mirtha Wilczynski

Widener University  
Franklin & Marshall  
University of Scranton  
IUP - Culinary  
Haverford College  
Penn State - Altoona  
Arcadia University  
AES/PHEAA  
Arcadia University  
University of Scranton



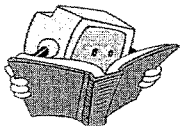
A large number of exhibitors attracted a good size crowd to come out.

## What's New on the PASFAA Website?

Submitted by  
Ginny Kopko  
Chair, Technology  
Advisory Group

Have you visted the PASFAA website recently? It is brimming with tons of new resources! Additions you may find worthwhile:

- **Conference Presentations:** There are 19 presentations from Hershey 2002 in the "Members Only" section. If you were unable to attend the conference or had a conflict with another session, you may find this a valuable resource. This is the first year that we asked presenters to submit their documents for web publication. We appreciate the Conference Committee's efforts to make this happen and the cooperation of the presenters.
- **PASFAA Volunteer Form:** Anyone interested in helping with the Association can print out the Volunteer Form and send it to Gary Means. It's never too late to get involved!
- **2002 Resource Guide:** The resource Guide is available on the website in a color printable version. You will find it in the "Member Only" section. The Technology Advisory Group has distributed all the available guides. Anyone wishing to print and copy the guide may do so. We ask that you do not alter it in any way.
- **PASFAA Membership Directory:** Have you looked someone up in the Membership Directory and wished you could just click on the e-mail address to send a message from that page? The Directory has been upgraded to provide that link.



**Technology Tip:** Microsoft Word can help you find that perfect word. Use the thesaurus located in the Tools section (click on tools, language, thesaurus) or highlight the word you wish to replace and hit shift + F7. Word will provide you with a number of synonyms to use in place of your selected word.



## News from EASFAA

Submitted by  
Gary Means  
EASFAA Liaison



PASFAA folks on EASFAA Council along with EASFAA treasurer, Larry Chambers (far right) met in Burlington, VT.

EASFAA met in Burlington, VT on Sunday, October 27. The meeting was well attended and reports were given by committee chairs and state representatives. Listed below are some of the highlights of the meeting:

- Discussion of tax status for EASFAA
- Many states are active in training and other activities.
- Jeff Dannies, from Salomon Smith Barney, spoke on EASFAA investments.
- Conference 2003 at Hershey Lodge May 14-17 (Wed - Sat) with time to attend Hershey Park being reviewed
- Membership is at 913 (Massachusetts at 244, New York at 151, Pennsylvania at 110)
- EASFAA Website is being updated - using separate group, ATAC, to do website and deal with membership issues
- Graduate Symposium postponed until Feb 23-25
- Leadership Committee formed, chaired by Bill Irwin, developing a leadership plan—one idea is Council Orientation
- Volunteer process and committee selection is being reviewed
- Training - 15 sites for Fall Training (PA dates are Nov 13 at Butler Co. Community College and Nov 20 at Immaculata University. Trainers will be Bill Irwin and Donna Cerza. Spring Training is being planned.

## 2003 EASFAA Conference Coming to Hershey

Submitted by  
Mary Miller  
AES/PHEAA

Come join your EASFAA colleagues at this year's conference in Hershey, PA! From Wednesday through Saturday, May 14-17, the Hershey Lodge and Convention Center will be the site of the 2003 EASFAA Annual Conference.

Check out the EASFAA website at [www.easfaa.org](http://www.easfaa.org) for the very latest in conference news. The conference committee has been hard at work since last August to plan a conference full of information-packed sessions, professional networking, exciting social events, and - of course - chocolate!

Make your reservations today to help EASFAA "Raise the Bar" in Hershey!



Mark your calendar for the  
EASFAA 2003 Conference!!!  
Wednesday, May 14, 2003 - Sunday, May 17, 2003  
Hershey Lodge & Convention Center, Hershey, PA

## NASFAA'S Best Practices Symposium Returns for 2003

Submitted by  
Mindy Kaplan Eline  
NASFAA



**In Search of Best Practices**  
a NASFAA Symposium

For the second year, NASFAA will host a training opportunity to explore critical issues facing financial aid professionals. **"In Search of Best Practices - A NASFAA Symposium"** will be offered as a day and a half symposium at four sites in 2003.

- **Orlando, Florida, February 9-10**  
Rosen Plaza Hotel, 9700 International Drive, Orlando, FL, (800) 627-8258
- **Minneapolis, Minnesota, March 30-31**  
Holiday Inn Select, 3 Appletree Square, Bloomington, MN, (952) 854-9000
- **Las Vegas, Nevada, May 21-22**  
Hampton Inn Tropicana, 4975 South Industrial Road, Las Vegas, NV, (702) 948-8100
- **Denver, Colorado, June 2-3, Regis College, in conjunction with the RNASFAA Summer Institute.** Lodging information will be available at [www.RNASFAA.org](http://www.RNASFAA.org) in March 2003.

Symposium topics will include Financial Aid Office Organization and Structure, Project and Resource Management, and Legal Issues. The subject matter will be targeted towards intermediate and advanced financial aid administrators who have high competency levels in the nuts and bolts aspect of each subject area.

The cost per registrant is \$175 and includes one meal. Registration is available to NASFAA members only. For more information, hotel rates, and a registration form, visit [www.NASFAA.org](http://www.NASFAA.org) or call Judy Schneider, 202-785-0453 x144 or [shneiderj@nasfaa.org](mailto:shneiderj@nasfaa.org).

**N·A·S·F·A·A**

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

## Past President's Club

featuring

**Sheila Checkoway, PASFAA President 1987-88**

Submitted by  
Kimberly McCurdy  
Newsletter Editorial Board



Milosh Mamula presents Sheila with the ceremonial gavel at the 1988 PASFAA conference at the Hotel Hershey.

Like most financial aid professionals, Past President Sheila Checkoway never intended to pursue a career in financial aid – she 'stumbled' into it. Some 24 years later, she has put her stamp on financial aid in many ways.

Sheila's official start in financial aid began in 1978. After earning her bachelor's degree in English education from Northeastern University in Boston, and after several education - related jobs, Sheila was working as registrar for a small business college in Ohio. When her husband took a job with a small private college in Vermont, she applied for the Director of Financial Aid and Placement position that was vacant – and convinced them she was the gal for the job. The rest, as they say, is history.

In 1980, Sheila came to Pennsylvania as Director of Financial Aid at Albright College. Over the years, she gained the title of Associate Dean and changed the office name at that time to Student Financial Services to

recognize the broader work accomplished with families. Sheila recognizes Renee Saleh as her mentor who "stood out when I first arrived in PA as someone well-respected, knowledgeable, and most importantly, willing to share information and help a fledgling financial aid officer. She always responded to my questions, but also made me think. I remember a few years down the road when Renee called to ask me a financial aid question. After responding to her, I realized that I had 'arrived' if the student had been able to help the teacher."

And arrive she had. Sheila earned her master's degree in Higher Education Administration from Lehigh University and became very involved in the PASFAA organization and the then PAATP training program. She served as PASFAA secretary and newsletter editor in 1986 and moved into the presidency for the 1987-88 academic year.

After 11 years at Albright, an opportunity presented itself to help build a counseling business from the ground up. Always interested in assisting families in understanding the financial aid process and college financing for their individual situations, Sheila jumped at the chance to do something challenging and exciting. Her company needed funding options for families and partnered with Knight College Resource Group. Soon the companies merged and Sheila moved back to Massachusetts. Knight became Key Education Resources, and she continues with the company today. I never pictured myself as a lender or a sales person, except I let folks know that my dad really did sell used cars, so it must be in the genes," Sheila said.

Sheila has seen many changes in financial aid through the years and urges her financial aid colleagues to "embrace change. It's the one constant – in financial aid and in life!" Her secret to longevity? "Look for the constants, which can be few and far between. What can you have control over and what must you relinquish? Helping students and families finance their education is a very noble helping profession. Yes, it is long hours and dedication but I hope you can have fun with it – or find the rewards. I used to say that it only took one student's thank you note to erase 10 of the not so nice appointments and comments. A glass half full approach goes a lot farther than half empty."

Sheila urges folks to get involved. Every time she opens the PASFAA newsletter or a conference agenda brochure, she remembers helping to change those formats and improve the organization. Sheila challenges folks who would like to get involved to start thinking about skills you have that could help in some small way to get you started.



Sheila presents a doorprize to a lucky winner at the 2002 PASFAA conference.

"Some folks can only dream of finding work that interests them, challenges them, rewards them and constantly presents new opportunities. I'm very lucky to have found the niche that works for me. I particularly enjoy that what I do is cumulative; what I know and learned while in financial aid and working at colleges comes to bear on my work everyday as I meet with colleagues on campus, train new sales reps at Key, and help improve processes for staff and families in our office."

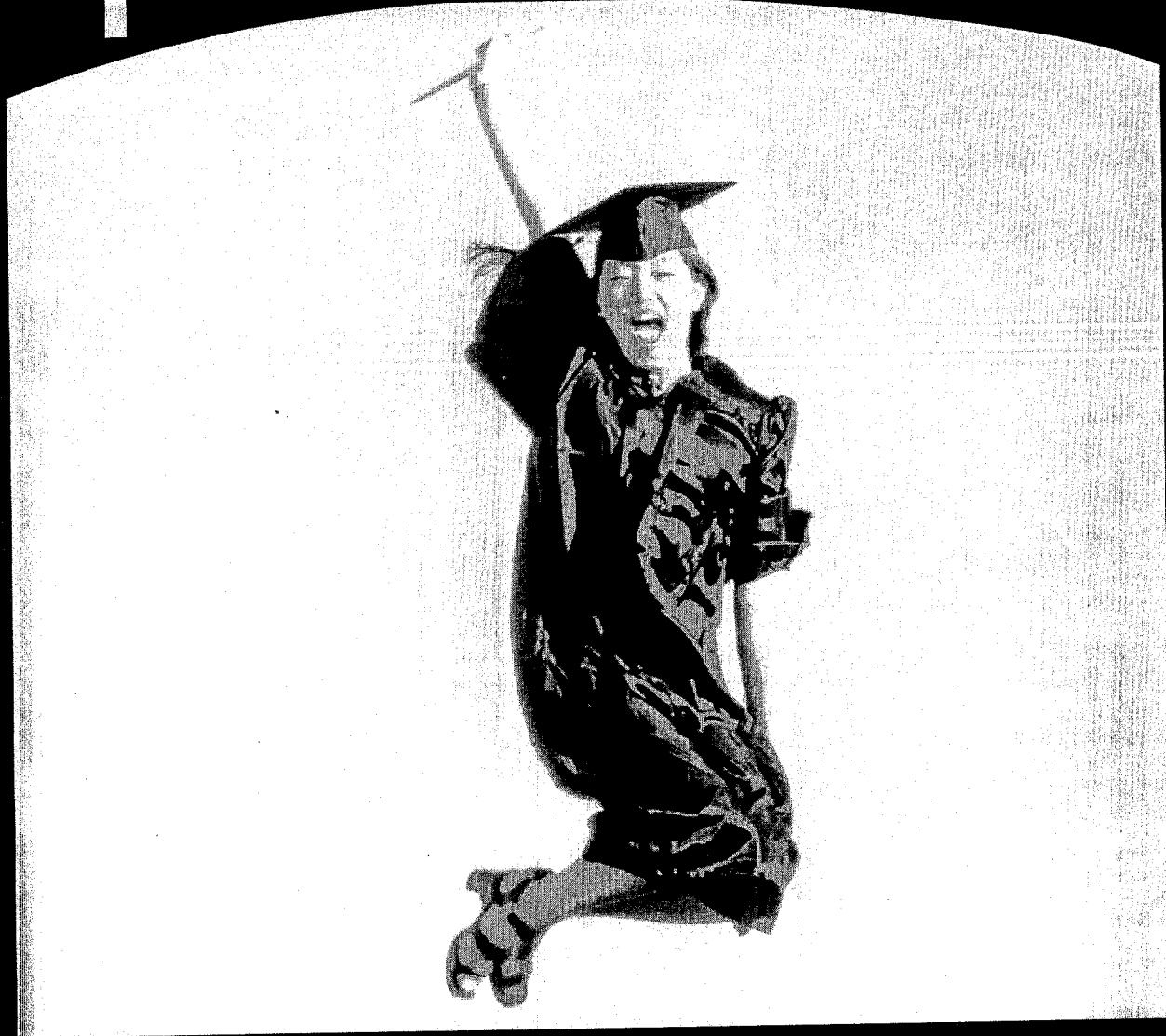
Sheila would not change a thing about her career. Her motto is 'no regrets' and she finds she has none. As we thank Sheila for her years of continuing service to PASFAA, we appreciate the opportunity to get to know this past president. Her dedication and positive attitude through the years serves as an example to PASFAA members new and experienced.

## SUCCESS STORY.



Sheila addresses conferees at the 1988 conference.

# Upward Bound!



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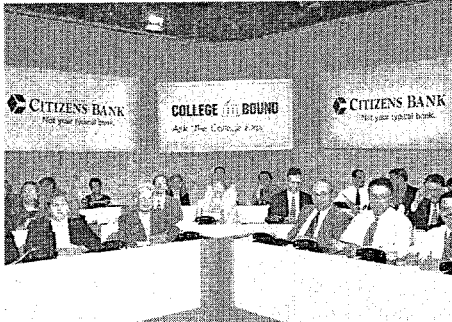
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## "Ask the Expert - College Bound" Continues

Submitted by  
Nancy Chalker  
Newsletter Editorial Board



Ready for callers at the Pittsburgh site.

Once again, Citizens Bank sponsored "Ask the Expert - College Bound" at KDKA-TV Pittsburgh and KYW-TV Philadelphia. The call-in hotlines, offered October 9 in Pittsburgh and October 16 in Philadelphia, were staffed with Financial Aid and Admissions representatives from area colleges and universities.

At both locations, over 300 calls were answered. Most callers inquired about admissions requirements, state grants and how to best save for college. During the Pittsburgh hotline, KDKA-TV aired a half-hour show consisting of three segments. The first segment covered *Admissions/Testing/Choosing a College*. The second segment was *Financial Aid Overview: Steps in the Process*, and the panel participants were Jim Popovich, Citizens Bank; Betty Davis, CCAC; Patty



It's almost air time in Philadelphia at KYW-TV.

Hladio, Slippery Rock University; and Mary Miller, AES/PHEAA. The third segment promoted our lender partners.

Without the support from local colleges and universities, we would not have been able to provide this valuable service to the community. Citizens Bank thanks the panel participants (listed above) and those individuals (listed below), who staffed the hotlines. It is reflective of their personal and professional dedication to higher education.



### Hotline Panel Participants:

**Allegheny College**  
Robin Szitas  
**Art Institute of Pittsburgh**  
Lisa Harasyn  
**Carnegie Mellon University**  
Tiffany Alois  
**Chatham College**  
Monique Davis  
**Penn State**  
Carrie Guerrini  
Patty Brady  
**Robert Morris University**  
Linda Herbert  
Mary Minahan  
Stephanie Thompson  
Mark Labbett  
Steven Planey  
Shari Payne  
**Saint Vincent College**  
Michael Hall  
**Comm. Coll. of Allegheny Cty.**  
Tom Ball  
Margaret Barton  
**Duquesne University**  
Frank Dutkovich  
**Indiana University of PA**  
Vonnie Hunter

**LaRoche College**  
George May  
Hope Schomburger  
**Pittsburgh Technical Institute**  
Alison Seagle  
Doug Cerminara  
**Slippery Rock University of PA**  
Jim Zuzack  
Patty Hladio  
**University of Pittsburgh**  
Barry Duerr  
Cindy Henderson  
Colleen O'Neill  
Joanne Getsy  
**Western School of Health and Business**  
Eileen Randolph  
**AES**  
Michael Burke  
**Arcadia University**  
Stacey Vascavage  
Elizabeth Rihl Lewinsky  
**Cheney University**  
James Brown  
**Community College of Philadelphia**  
Carmelo Miranda Lopez  
**Chestnut Hill College**  
Kristina Wilhelm

**Delaware County Comm. College**  
Raymond Toole  
**Eastern University**  
Connie Minnich  
**Holy Family College**  
Janice Hetrick  
**Immaculata College**  
Serena Gayle  
**Lincoln University**  
Heather Sperratore  
Nicola Thompson  
**West Chester University of PA**  
Dana Parker  
Molly Leese  
**Widener University**  
Brian Blackburn  
**Neumann College**  
Joseph Henderson  
**Phila. Coll. of Osteopathic Med.**  
Bernadette Anyzeh  
**Peirce College**  
Steven Bird  
**Rosemont College**  
Judith Rile  
**Temple University**  
Lisa Aubrey  
**Valley Forge Military College**  
Donna Speranza

Thank you to the following sponsors who are providing generous support for PASFAA activities for the 2002-03 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 continuing working together.

**Platinum (\$8,000 and Above):** AES/PHEAA, Citizens, Fleet, Key Education Resources, M&T Bank, National City, PNC Bank, Sallie Mae

**Gold (\$6,000 - \$7,999):** Academic Management Services, Citibank Student Loan Corporation

**Silver (\$4,000 - \$5,999):** Beneficial Savings Bank, Chase, Educaid-a First Union Company, Nellie Mae, Sovereign Bank, USA Funds

**Bronze (\$3,000 - \$3,999):** College Board, EdAmerica, Suntrust Education Loans, Wells Fargo EFS

**General (Up to \$3000):** Allfirst Bank, College Loan Corporation



## STATE SYSTEM of HIGHER EDUCATION SECTOR

*Submitted by  
Patty Hladio  
SSHE Sector  
Representative*

Many thanks are in order for several in our sector. Thanks to Dana Parker as he completed his term as Past-President, and to Bob Thorn who now serves as PASFAA President. Our thanks also go out to Kim McCurdy who is our Association's Secretary. We also have many sector members who chair and serve on committees, and who also have taken active roles in both EASFAA and NASFAA.

Now would be a good time to remind you about the PASFAA Leadership Development Workshops geared toward preparing more members for leadership roles in the Association. Shortly we'll be asked to nominate individuals from our sector who could benefit from the training. Please start thinking of people to recommend.

Our sector met at the conference in Hershey and discussed a variety of topics including academic prizes, SAP Payroll, and Wolffpack. Lois Johnson, from the System office, accepted an invitation to meet with us to discuss the technology fee and waivers. Our next meeting will be held in the Spring in a central location.

If you have colleagues in your offices who have not yet become members for this year, please encourage them to complete their membership application (available on-line at [www.pasfaa.org](http://www.pasfaa.org)) as soon as possible. Only by completing the application will they receive the PASFAA Newsletter and other training and related information.

As always, please feel free to contact me with any comments, suggestions or concerns you have related to our sector. I'll be happy to share your information with your SSHE colleagues and with Council. Have a great new year!

## PRIVATE SECTOR

*Submitted by  
M. Clarke Paine  
Private Sector  
Representative*

I now begin serving the second year of my two-year term. Looking forward, I want to encourage my colleagues to consider becoming our Private Sector Representative. If you are interested, please contact me so I may share with you the responsibilities and benefits of this position.

Our sector met December 19, 2002 at AES/PHEAA. The agenda included discussions on loan consolidation, TAP and Upromise.

Our state lobbying association, AICUP, provides me weekly updates that I disseminate to our group. If you are not receiving them from me, please contact me so that I may include your name on our list.

PASFAA held a Leadership Development Training workshop this year. One of the workshop goals was to provide training that would encourage individuals to seek leadership roles within our association. We look forward to hearing about the workshop and the benefits it has for PASFAA and our profession. There were a total of 20 participants and our sector was represented by the following people: Kim Adamson - Cedar Crest College, Brain Blackburn - Widener University, Marguerite Borst - Albright College, Valerie Carles - Juniata College, Jeanne Cavalieri-Grover - Chestnut Hill College, Donna Cerza - College Misericordia, Patty Cegelka - University of Scranton, Karen Fox - Lancaster Bible College, Randy Harmon - King's College, Jennifer Liedtka - Lebanon Valley College, Stacey Vascavage - Arcadia University, Melissa Walsh - Villanova University.

Next year, the conference will include a longer period of time for us to meet as a sector. Please communicate to me topics that you would like to discuss. As always, I appreciate your comments and thoughts. Please continue sharing them with me.

## INSTITUTIONAL SUPPORT SERVICES SECTOR

*Submitted by  
John McKenna  
Institutional Support  
Services Sector  
Representative*

PASFAA Executive Council met on November 10-11 to begin a busy year for the members of the organization. Thanks to all the lenders who volunteered for the coming year. Although many of the committees are full, we are looking to place as many volunteers as possible throughout the year.

PELA Lenders gave an excellent live website presentation at the PASFAA Conference. All PELA representatives helped in displaying our new look and feel of our web data. We have to emphasize this one more time - whenever there is a change made to the Alternative Loan products of a Lender organization, you will see these changes updated immediately. **Your lender representative is responsible for the accuracy of the information concerning the products that they offer.**

We have updated interest rate information to our site so Financial Aid Administrators can review current changes in Prime, Libor, and T-Bill. Visit us at [www.pelalenders.org](http://www.pelalenders.org). Coming in 2003 from PELA are some of the following items:

- The ability to contact your lender rep via PELA e-mail.
- The "Ask PELA" column in the newsletter for questions on products or concerns.
- Ordering your entrance or exit materials from your lenders online.
- Online ordering of marketing materials for your students or materials for a high school night.
- Request a Power Point presentation from your lenders.

John Southwood, formerly of Educaid/Wachovia has undergone yet another surgery on his back. Get well wishes can be sent to him at home to 1059 Wallace Avenue, Chambersburg, PA.

### Coming to a Theater Near You!

15 lender organizations have made a commitment to sponsor the first ever Northeastern PA College Fair on May 5 at the First Union Arena in Wilkes Barre, PA. PELA members are working hand in hand with PACAC to bring this event to Northeastern PA. Over 140 colleges and universities have already registered for the event, which will run the entire day in order to meet the expected demand.

### And The Winners Are:

Five schools were the recipients of the PELA \$1,000 scholarships at the recent PASFAA Conference. The winners that will bring back the money to their schools are:

- James Treiber - Gannon University
- Joan Holleran - Kutztown University
- Michael Strite - Messiah College
- Cheryl De-Paolis - University of Pittsburgh/Greensburg
- Mona Chylack - Ursinus College

## INSTITUTIONAL AT-LARGE SECTOR

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

Hello to all in PASFAA Land. I want to thank all of you for giving me the chance (again) to serve PASFAA as the At-Large Sector Rep.

This year, Council will be trying to make the volunteer process more streamlined and effective. Council decided that the volunteer forms for 2003-04 will be available in Spring - earlier than in the past few years. Since some committee chairs would be forming their committees around that time and since some of the committees are on a different cycle, the information would be more accurate and timely. This will insure that volunteers are considered to coincide with these cycles. Council has also asked the committee chairs to provide us with updated policies on length of membership for committees, procedures and duties. Please forward any suggestions or concerns that you may have to me at [hynoskym1@scranton.edu](mailto:hynoskym1@scranton.edu) or (570) 941-5925.

## NURSING SECTOR

*Submitted by  
Tracey Wassel  
Nursing Sector  
Representative*

Here's to a Prosperous New Year for the Nursing Sector! I hope that everyone found peace, hope and love this Holiday season. Now, back to the one-man office task masters that we love to be. With the nursing shortage, we are now busier than ever and it becomes even harder to leave our office confines for meetings.

The eastern part of the state held their Fall meeting on November 15. My apologies for not being able to attend. I will hopefully make the Spring meeting in the East. The western part of the state held their Fall meeting on December 20. Issues continue to link the two parts of the state with lack of funding in the hospital budgets being a constant. We as a sector continue to struggle with the fact that money is just not budgeted for Financial Aid Administrators for yearly conferences such as PASFAA, let alone the ability to travel to a central part of PA for an "East meets West" sector meeting.

Once again I implore you to be proactive in regards to Reauthorization. Let your views be known. E-mail PASFAA Vice President, David Smedley, at dsmedley@vfmac.edu. He is composing the PASFAA position paper. Remember to speak now or forever hold your peace, we don't tolerate reactive whining!

Next on my soapbox is the topic of volunteerism. We as a sector need to start getting involved. I am aware of the time out of the office aspect as well as the budget issue. But start small by volunteering to be on a committee. There are still a few committees looking for representation for this current 2002-03 year as I write this. Remember, PASFAA pays your expenses, except at conference time. This is a great selling point for your directors: "You don't need to cover any of my expenses, just give me the day or days." Look to the future and plan to volunteer for 2003-04. You can check out the committees and their functions on the PASFAA website under the policy and procedures section.

Good luck as you plan the upcoming academic year, as they vary for us all. It should be a busy one to say the least. Take care and remember to smile!

## PUBLIC TWO-YEAR SECTOR

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

It was great to see so many of my colleagues from the Public Two Year at the recent PASFAA conference in beautiful Hershey! I was also pleased with the number of attendees at our sector meeting at the conference. We had over 30 members in attendance. A wide range of topics were discussed at the meeting including default prevention, awarding procedures and the new Leadership Development training. We also discussed possible presenters for the November meeting at the Best Western. Representatives from PHEAA have been invited to discuss Special Programs such as PATH, TANF awards, etc. We will also get an update from Educational Services on new initiatives.

As always, I thank all of you for your support within our sector and PASFAA. We have many members who are volunteers and leaders within the association. Please continue to offer your wisdom and guidance to the association. It is definitely worthwhile.

## BUSINESS, TRADE & TECHNICAL SECTOR

*Submitted by  
Stephen Helfrich  
Business, Trade  
& Technical  
Sector Representative*

Greetings to all, and I hope you had a safe and happy holiday season. I am the Associate Director of Financial Aid at York Technical Institute in York. I am very pleased to have been appointed to represent our sector, and having been a PASFAA member for five years, I look forward to the challenges that lie ahead in this new position.

As history indicates, it has been a challenge for our sector to meet on a regular basis due to location and office constraints. In July of last year, approximately 12 B,T&T schools had formed a South Central PA sector branch to meet and discuss issues and concerns specific to our sector. We intend on meeting quarterly, and our next event will be scheduled for March 2003. I will have additional information available as far as where and when the meeting will occur in the near future. Those who have attended agree the meetings were beneficial. I also encourage the remainder of the sector to consider forming other sector branches, appoint team leaders, and have those persons convey your issues and concerns to me so I may convey this information to the PASFAA Executive Council. Feel free to contact me for suggestions as to how to start the process.

I realize that not all of us may be able to meet on a regular basis, but it is very important that we embrace the opportunities we have as a group to work together, bettering not only each individual school, but our sector as a whole. I encourage you to contact me with your concerns, questions and issues you may have. I also encourage you to get involved and participate in PASFAA. It will be worth your time and effort. I can be reached by telephone at (717) 757-1100 ext. 356, or by email at helfs@yti.edu. I look forward to working with all of you during this upcoming year.

## STATE-RELATED SECTOR

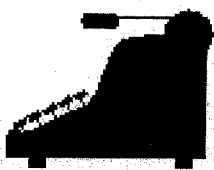
*Submitted by  
Robert Snyder  
State-Related  
Sector Representative*

Greetings to all in the state-related sector. For those of you who were fortunate enough to attend the fall conference in Hershey, I hope you enjoyed the time away from the office and meeting with your friends and colleagues.

At our sector meeting, we talked about issues that we are all facing such as significant increases in tuition and how to help students and families find ways to finance a college education. Clearly, additional loans is the way most students and their families are going in order to finance a college education. Most of the discussion focused on alternative loans and how different schools are working with various awarding agencies to provide the best options for their students. We also discussed making sure students are aware of the loan debt that they are accumulating and how credit card companies are very visible on our campuses. Again, thanks to all who participated in the discussion. It's always nice to hear how other schools are dealing with various issues that we all face.

I think those who attended PASFAA this fall at the Hershey Lodge and Convention would agree that it was a great facility for a conference. EASFAA will be holding its annual conference at the same location next May 14-17. Keep that in mind as you are looking at your travel budget. What a great opportunity it is to have the EASFAA conference in our own backyard.

If there are any issues that you would like me to present at a future PASFAA Executive Council meeting, please do not hesitate to contact me by e-mail at rms5@psu.edu or by phone at (814) 863-0507.



## FROM THE EDITOR'S DESK

This issue covers the recognition of PASFAA members chosen to receive service awards at the annual conference. We are an Association blessed with members who give of their time and talents to educate our membership and support higher education funding and ultimately, to better serve our students and their families. So it is fitting that the recipients of this year's service awards were selected.

P. Vincent Racculia, this year's Distinguished Service Award winner, has 32 years in student aid to his credit, Ken Grugel, the Leadership Award recipient, celebrated 28 years in financial aid and Jean Walker, who received the President's Award, has 16 1/2 years of service. Our "new kid on the block," Brian Blackburn, recipient of the Emerging Leader Award, comes in with 3 years working in aid. But length of service is not the reason these faithful members were recognized for their accomplishments. It is the commitment and dedication they have shown to the field, and especially to our Association, that make them stand out as shining examples of why our Association is flourishing. We applaud them and thank them for their service.

*Joan L. Holleran*

Joan L. Holleran  
PASFAA Newsletter Editor

## PASFAA BULLETIN BOARD

### By Members

**Darcie Stephens**, Mansfield University, and husband, Alan, welcomed the birth of Zachary Alan Stephens on September 15. Zachary weighed in at 5 lbs. 13 oz.

**Dana French**, National City, has decided to leave the banking industry for awhile to become a full-time mom to daughters, Jordan and Natalie.

**Kristen Moore** is the new Assistant Director of Financial Aid at Swarthmore College.

**Tonya Anthony** filled the Assistant Director of Financial Aid position at Millersville University of PA. Congratulations to **Erin Fritz**, Seton Hill College, and husband, Ryan, whose second child, a baby boy, was born on September 29.

**Ragan Griffin**, Clarion University of PA, and husband, Sean, welcomed their second son, Quinlan Peter, on September 27. Quinlan weighed in at 6 lbs. 3 oz. and joins big brother, Aidan in the Griffin household.

Farewell to **Randy Harmon**, formerly at King's College, who is relocating to California.

Congratulations to **Marykay McCaughan**, Villanova University, who married Phil Klara on October 19.

**Sally Treadwell**, formerly with PNC, joined the staff at SunTrust as Account Executive. PASFAA also extends condolences to Sally, whose mother passed away October 27 after a lengthy illness.

**Shawnickqué T. Kent**, formerly at Valley Forge Military College, gave birth November 11 to an 8 lb. 2 oz. baby boy, Bryce Alexander Kent.

**Donna Speranza**, formerly at Harcum College and St. Joseph's University, is now Assistant Director of Financial Aid at Valley Forge Military College.

Condolences to the family and co-workers of **Carolyn Dent**, Bryn Mawr College, who passed away October 7.

**Diane Pelli**, formerly at Harcum College, joined the staff at Widener University, as Associate Director of Financial Aid.

**Danell Schoemaker**, formerly at Reading Hospital School of Nursing, is the new Student Accounts Coordinator at Berks Technical Institute.

**Chris Richardson**, formerly at Gettysburg College, is now an Associate Director at Bryn Mawr College.

The nursing sector welcomes two new financial aid officers. **Rob Schalles** filled the financial aid position at Conemaugh Hospital School of Nursing, and **Rick Buren** is at Washington Hospital School of Nursing.

**Georgia Prell**, East Stroudsburg University of PA, is now Director of Enrollment Services and **Phyllis Swinson** is now the Associate Director of Enrollment Services/Financial Aid. ESU also welcomes **Terri Proctor** who filled the Enrollment Services Counselor/Financial Aid opening.

**Betty Davis**, Community College of Allegheny County, has had a change of title and is now the Dean of Enrollment Management.

Condolences to **Carolyn Speidel**, West Chester University of PA, whose mother passed away November 13.

Congratulations to **Dwight Horsey**, Millersville University of PA, who was selected by Black Opinion Magazine, as one of its 2002 Black Achievers. He was one of 15 persons chosen for the honor because of their personal achievements and contributions to their profession, employers and local communities. A profile of Dwight and the other Achievers appears in the fall issue of the magazine.

### About Members

## 2003 Conference Planning Begins

Submitted by  
Sheree Fetcho  
2003 Conference Chair

Mark your calendar to join us at the 35th Annual PASFAA Conference at Seven Springs Mountain Resort from October 19-22, 2003. Although it seems like a long time away, planning has already begun! As was announced during the closing business meeting in Hershey, we will have the pleasure of hearing an inspirational story from our guest speaker, Homer Hickam, author of "October Sky." We feel honored to have such a special guest for our 35th Annual Conference! You can find out more about our special guest by visiting his website at: [www.homerhickam.com](http://www.homerhickam.com) or by reading one of his books:



(Book cover art reprinted with permission.)

The first official Conference Committee meeting will be held on December 8-9. Please send any session ideas or suggestions for next year's conference to one of the following 2003 Conference Committee members:



Sheree Fetcho invites 2002 conferees to next year at Seven Springs.

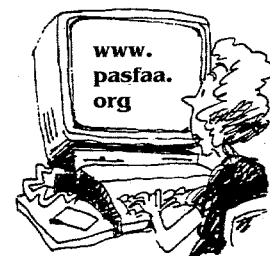
Sheree Fetcho, Chair  
Donna Wilkoski, Co-Chair  
Cindy Hall  
Lisa Kendi  
Bonnie Lack  
Elena Lubimtsev  
Linda Malchano  
Patti McCarthy  
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lmalchan@cci.edu  
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dvore@drexel.edu

## Council Minutes on PASFAA Website

The newsletter will no longer carry minutes from recent Executive Council meetings. You can access the complete minutes of the October 23 and November 11, 2002 meeting on the PASFAA website at [www.pasfaa.org](http://www.pasfaa.org) or by contacting the PASFAA secretary, Kim McCurdy, at [kmccurdy@mnsfld.edu](mailto:kmccurdy@mnsfld.edu).

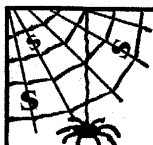


## "I thought I'd heard it all until..."

Submitted by  
Ron Dawson  
Philadelphia University

We received the standard e-mail response from AES indicating that a student had successfully completed the loan entrance interview. We could not identify the student as one of ours, so we e-mailed the student to ask if he was planning to come or to inform him that he needed to do the session again with the correct school. His response was, "I'm sorry for the discrepancy, but I am actually enrolled at Carnegie Mellon University. I selected Philadelphia University in the window only because Carnegie Mellon was not an available option when initiating the Stafford Loan counseling session. Since Carnegie Mellon did not appear as an option, is there a way to transfer the credit?"





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

## **A**ctivity Almanac

### **February - March**

February 20  
February 26  
March 12

#### **Need Analysis Workshops**

PHEAA  
Luzerne County Community College  
Westminster College  
Wexford Campus - Slippery Rock Univ. of PA  
PHEAA

March 27  
(Additional site yet to be determined at press time)

### **March 14, 2003**

**Teleconference:** "Eyes on the I's: Income  
Tax and International Student Issues"

### **April 2003**

April 9  
April 16

#### **Spring Training Seminars**

Sheraton, Warrendale  
Drexelbrook, Drexel Hill

### **May 14-17, 2003**

**EASFAA 2003 Conference, Hershey, PA**

### **June 16-20, 2003**

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

### **June 16-18, 2003**

**Intermediate Summer Institute,  
Dickinson College, Carlisle**

### **July 9-12, 2003**

**NASFAA 2003 Conference, Salt Lake City, UT**

### **October 19-22, 2003 PASFAA 2003 Conference, Seven Springs**



**4513065010 PASFAA Newsletter**

**Financial Aid Office  
Kutztown University  
Kutztown, PA 19530**

