

# Pennsylvania Association of Student Financial Aid Administrators

PASFAA

NEWSLETTER

SUMMER 1993

VOLUME XXVI

Dear PASFAA Friend,

For PASFAA members, 1993 is a year of celebration. It's the year of our 25th anniversary - our silver celebration! Plans are underway to mark this occasion with festivities, remembrances, and events. The 25th Conference Committee plans include a reception honoring members of the association. Activities will highlight our colleagues, our friends and our hopes for the future.

Somehow through all this activity, however, I long for the years gone by. I long for the days when we could spend **time** with students. I long for the time when students understood what we said **and** liked it!

My parents (and probably yours) were always telling me stories of the "good old days." I never believed them! Now I know what they meant. Do you remember the time when talking to students made up a big part of your day? Do you remember when things were easy to understand? Do you remember when you understood the regulations and when the changes were minimal? If you're new in the profession, you will not remember this, although I think you probably know what I'm talking about. For those of us seasoned veterans (no jokes), wouldn't it be great to go back? Which of us wouldn't like to have **time** to read everything twice? Which of us wouldn't like to have **time** to read everything **once**?

So for this 25th annual conference, let's take time to remember. Let's take time to dream. Come and enjoy the time together. Let's remember this celebration. . . let's live to tell our friends about yesterday.

Sincerely,



Betty L. Davis, President  
PASFAA



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A  
25<sup>th</sup>  
Anniversary

25th Annual  
Conference  
Pittsburgh  
Hyatt Regency

October 10  
October 13  
1993

# 1992-93 PASFAA EXECUTIVE COUNCIL

## OFFICERS

### PRESIDENT

Betty L. Davis  
CCAC - South Campus  
(412) 469-6241  
CG00525

### PRESIDENT ELECT

Ronald L. Shunk  
Gettysburg College  
(717) 337-6611  
CG00052

### PAST PRESIDENT

Ronald T. Laszewski  
Bucknell University  
(717) 524-1331  
CG01489

### VICE PRESIDENT

Linda D. Brittain  
Harrisburg Area CC  
(717) 780-2330  
CG00799

### TREASURER

Robin L. Szitas  
Allegheny College  
(814) 332-2701  
CG00004

### SECRETARY

Bonnie L. Behm  
Thomas Jefferson University  
College of Allied Health  
Sciences  
(215) 955-6531  
CG00242

## SECTOR REPRESENTATIVES

### Public Two-Year

Donald S. Shade  
Pennsylvania College of Tech.  
(717) 327-4766  
CG00521

### Private Two-Year

Margaret F. Hynosky  
Lackawanna Jr. College  
(717) 961-7863  
CG00478

### Private Four-Year

Patricia Serianni  
Swarthmore College  
(215) 328-8358

### State-Related

Robert W. Heyl  
University of Pittsburgh  
(412) 624-7349  
CG00437

### SSHE

Georgia K. Prell  
East Stroudsburg University  
(717) 424-3340  
CG00283

### Proprietary

JoAnni M. Bonfatto  
South Hills Business School  
(814) 234-7755  
CG00594

### Nursing

Joanne Parke-Davison  
Altoona Hospital  
School of Nursing  
(814) 946-2125  
CG00946

# Editor Excerpts

## 1. NEWSLETTER EDITORIAL BOARD FOR 92-93

EDITOR: Joyce M. Frantz, PASFAA Newsletter Editor  
Albright College, P.O. Box 15234  
Reading, PA 19612-5234  
(215) 921-7515 or FAX (215) 921-7530  
or CG01654

### EDITORIAL

BOARD: Bonnie L. Behm  
Mary Frances Waite  
Sally Whiteman  
Ragan Watson  
Randy Rennell  
Rich Esposito

## 2. PUBLICATION SCHEDULE

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

Fall 93 issue:	articles due August 15
Winter 93 issue:	articles due December 1

## 3. IMPORTANT MESSAGE

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

# Pasfaa Potpourri

1. MOVING OR CHANGING POSITION? PASFAA membership belongs to the individual and not your institution. All changes in name, address, or title should be submitted to Georgia Prell, Financial Aid Office, East Stroudsburg University, East Stroudsburg, PA 18301. This is where our membership list is maintained.
2. 1992-93 PASFAA COMMITTEES  
Government Relations ..... Linda D. Brittain  
Membership and Elections ..... Ronald T. Laszewski  
Professional Standards and Training ..... Ronald L. Shunk  
Public and Professional Information ..... Bonnie L. Behm  
1993 Conference ..... Sheila M. Nelson  
1993 Hotline ..... Cynthia H. Farrell
3. MEMBERSHIP IN PASFAA  
Subscription to the PASFAA Newsletter is included in your yearly membership fee. Contact Ronald T. Laszewski, Bucknell University for information about 1992-93 PASFAA membership.
4. LETTERS TO THE EDITOR  
Do you have an opinion to share? Do you have a question to ask? Do you want to vent your frustrations? Do you wish to send a message to the readership? Do you wish to share an anecdote? If you have answered yes to any of the questions above, then you will be happy to know we are beginning a new column in the Newsletter to specifically address those types of issues, thoughts, and feelings.

Please send your letters to: Joyce M. Frantz, Editor  
PASFAA Newsletter  
Albright College  
P.O. Box 15234  
Reading, PA 19612-5234  
FAX: (215) 921-7530

All letters must be signed and we reserve the right to condense or edit if necessary.

# Council Meeting Minutes

April 5, 1993 and June 7, 1993

submitted by: *Bonnie Lee Behm*  
PASFAA Secretary

- The April 5, 1993 PASFAA Council Meeting convened in Harrisburg, PA in the PHEAA Board room.
  - The Conference Committee is planning a special semi-formal event at the Carnegie Museum to celebrate the 25th anniversary. PASFAA has authorized a special expenditure from the general fund to assist in the extra expenses for the celebration.
  - The refund policy for vendor/sponsors was finalized.
  - Discussion on the daily rate for conference attendees continues. The Conference committee was charged to review the proposal again for final consideration at the June meeting.
  - The Membership directory is being printed. PNC has agreed to provide assistance with the printing of the directory.
  - Linda Brittain has written to Senator Wofford and other PA legislators on behalf of the PASFAA membership regarding Direct Lending.
  - The results of the Direct Lending survey were distributed and discussed.
  - The Professional Standards and Training Committee submitted nominations for consideration for P&PDC. Council voted on the slate of candidates presented for consideration.
  - Thirty-nine sites across the state have been chosen for the 1993 High School Guidance Counselor Workshops. These workshops will take place in November and December, 1993.
  - Don Shade reported that the Public Two Year Sector will be meeting April 22 and 23 in Harrisburg.
- 
- The June 7, 1993 PASFAA Council Meeting convened in Harrisburg, PA in the PHEAA Board room.
  - Due to consolidation of two sites there will be Thirty-eight sites across the State hosting the 1993 High School Guidance Counselor Workshops. PHEAA Regional Directors are currently organizing the sites and work is already progressing on the syllabus for the workshop. Letters to request volunteers to serve as presenters or site registrars will be going out early summer.
  - Ron Shunk advised Council that a survey will be sent out to the membership to assess the training needs to assist PAATP in planning their training programs for next year.
  - A Conference fee of \$150 was approved by Council. A daily rate of \$80 was also approved.
  - The Conference committee is planning a special celebration at the Carnegie Museum and bus transportation from the hotel to the museum is being provided. The Conference attendees are encouraged to use this bus service to and from the celebration.
  - Ron Laszewski reported that on June 1, letters to solicit nominations for President-Elect and Council members went out to the membership and are due back on June 30.
  - Nominations were received and a candidate was selected for the Distinguished Service Award.
  - Linda Brittain presented a brief update on the recent programs on Direct Lending given by PNC and Larry Oxendine. Additional updates regarding the status of the Direct Lending bills were presented.
  - Georgia Prell reported on the recent SSHE meeting at West Chester and Cheyney.
  - Don Shade reported on the April meeting of the Public Two Year Sector. They viewed the NASFAA Technical Update video and received updates from PHEAA representatives.
  - Due to a recent job change of Margaret Hynosky, the Private Two Year Sector position is open. Betty Davis could have appointed a replacement for this position on Council but it was decided not to since June was the last meeting and all new Council positions will be up for consideration at the Conference.
  - Ron Shunk reported that Clarke Paine has reviewed numerous sites for the 1996 Conference. Split Rock Lodge was presented for consideration for the 1996 Conference. Council moved to accept this recommendation subject to a second visit by a Council member and some minor negotiations on the contract.
  - Betty Davis reminded all Council members and Committee Chairman that Annual reports are due to be sent to her by September 1, 1993 for inclusion in the Conference materials.

# Conference 1993 Update

October 10-13, 1993

*Submitted by Sheila M. Nelson  
1993 Conference Chair*

Since December, the Conference Committee has been busy planning the various professional and social activities that make up our conference. We hope that you are also making plans to join us for these four days in Pittsburgh.

## **Professional Sessions**

With the countless questions we will have regarding Direct Lending, the Committee has already made arrangements for the U.S. Department of Education to join us for a general session. Start preparing your questions now.

As always, various representatives from PHEAA have been invited to present a large variety of sessions for us. Additionally, many PASFAA members will be sharing their expertise with us on topics of interest to the newer members of PASFAA as well as the veterans.

## **Social Events**

Since a PASFAA Conference wouldn't be complete without some social events, the Committee is planning a few fun evenings. On Sunday evening, dinner at the Hyatt will be followed by dancing with D.J. Donn Henderson. You will probably remember his crazy antics at the Seven Springs Beach Party. Monday evening holds in store the semi-formal 25th Anniversary Celebration. Buses have been arranged to transport us to the beautiful Carnegie Museum where we will hold the President's Reception and enjoy a fine dinner. Some special guests have been invited to this silver anniversary event. Tuesday night has been left open for members to enjoy the various restaurants in the city. Included with all conference packets will be a guide to the various sights and restaurants in the area.

## **Conference Fee**

The Conference fee has been set at \$150. Included with the conference fee is the dinner on Sunday, lunch and the 25th Anniversary Celebration on Monday, and lunch on Tuesday. This year for the first time we will be offering a daily rate of \$ 80. With the daily rate you will be entitled to all meals and events offered on that day.

I hope this helps in planning your budget for the fall conference.

If you have any additional questions regarding the Conference, do not hesitate to contact me or any other members of the Conference Committee.

**HOPE TO SEE YOU IN PITTSBURGH !!!**

## PASFAA 25th ANNIVERSARY CONFERENCE FORMS FAIR

*submitted by: Michael J. Bertonaschi  
La Roche College*

In commemoration of our 25th Anniversary the annual Forms Fair will take on a nostalgic theme during this year's fall classic.

In past conferences, the Forms fair was an exhibit of samples of forms that were submitted by colleagues who felt that everyone could benefit by utilizing them. However, in honor of our 25th Anniversary, we will take a break from that format and instead display samples of forms that had long ago gone to that great forms fair in the sky!

So here is your chance to literally clean out your closets and instead of adding your trash to overpopulated landfills, send it to me. My only request is that you dust off all forms before mailing. Also, please include your name and

address on the back of any that you would like to have returned at the conclusion of the conference. Otherwise, the conference committee will recycle them to use as party favors for next year's conference!

Please send any outdated financial aid forms to me that were used back in your early years in the field. For some of you, that goes back a long way!

Send to:

Michael Bertonaschi  
Director of Financial Aid  
La Roche College  
9000 Babcock Blvd.  
Pittsburgh, PA 15237

### Bernard P. Ireland Award

The Bernard P. Ireland Recognition Award is granted each year in recognition of service to young people in easing the transition from school to college through distinguished work in school counseling, college admissions, and financial aid. It is named for the first Director of the Middle States Regional Office. Among the four individuals who received 1993 awards presented at the Middle States Regional Meeting in Washington, D.C. was:

William E. Stanford, Director of Financial Aid, Lehigh University, Bethlehem, PA

**PASFAA wishes to congratulate one of our own!**  
**WAY TO GO - BILL!**

**CANDIDATES NOMINATED FOR PASFAA COUNCIL WILL BE LISTED IN OUR NEXT ISSUE.  
STAY TUNED !**

**PRESIDENT-ELECT:**

President-Elect shall assist the President and in all ways for the Presidency. In the absence or disability of the President, the President-Elect shall nominate an Active member to serve as Annual Conference Chairperson for the subsequent administrative year and shall serve as the Chairperson of the standing committee for Professional Standards and Training. In second year serves as President and succeeds to Past President in the third year.

**SECTOR REPRESENTATIVES:**

A Sector Representative is elected for a two-year term from each of PASFAA's seven sectors (public two-year, private two-year, private four-year, state related, SSHE, proprietary, and nursing). They are responsible to make views and concerns of the members of those sectors known to the leadership of the Association and to keep sector members informed of the actions of the PASFAA Council. Each sector representative serves on the standing committee for Professional Standards and Training.

**PNC FINANCIAL CORP BECOMES PNC BANK**

*Submitted By: Sally Whiteman  
PNC Bank*

The confusion has ended! All PNC student loan representatives used to work with two hats: first, their PNC Education Loan Center identity, and second, their individual affiliate bank name. This, at times, could result in confusion with both customers and financial aid offices. Now we've become one bank - - PNC Bank, and we all work for the PNC Bank Education Loan Center. Following is a list of the Pennsylvania reps:

<u>Name</u>	<u>Former Institution</u>	<u>New Territory</u>	<u>Phone</u>
Todd Frankford	Hershey Bank CCBN Bank First Bank & Trust of Mechanicsburg (These banks will become PNC Bank on 8/6/93)	PNC Bank, South Central	717-232-9423
Pat Hayes	Pittsburgh National Bank	PNC Bank, Pittsburgh	412-762-6750
Cheryl Rettman	Marine Bank	PNC Bank, Northwest PA	814-871-9460
Sally Whiteman	Provident National Bank	PNC Bank, Philadelphia	215-585-5507
Nancy Zlockie	Northeastern Bank	PNC Bank, Northeast PA	717-961-6454

All of us look forward to working with you and providing the same quality service as before!

**The State Grant Advisory Committee**

The State Grant Advisory Committee includes the Past-President, President, and President-Elect of PASFAA, other Financial Aid Officers, and representative of the Commission for Independent Colleges and Universities and the Pennsylvania Association of Colleges and Universities, the State System, the Pennsylvania Department of Education and High School Guidance Counselor. The committee typically will meet twice annually, in December and April, with the meetings intended to provide a forum for discussions that are important to decisions concerning the State Grant Program.

The most recent meeting of the committee was held on Wednesday, April 14, 1993 to review various state grant matters. In addition to a discussion about the 1994-95 delivery system and direct lending, the committee also reacted to 1993-94 State Grant need analysis and program issues. Staff reviewed the various factors impacting the 1993-94 State Grant Program as well as the options for changes to the awarding formula in order to allow the members of the committee to react to these matters and provide feedback to staff concerning them.

## ADDITIONS TO PASFAA DIRECTORY

Name /+ / Title	Institution /+ / Address	City /+ / User ID	ST	Zip Code	Tele /+ / Fax
Adamson, Kim L. Director of Financial Aid	Centenary College 400 Jefferson Street	Hackettstown	NJ	07840	908-852-1400 908-852-3454 Fax
Berrier, Andrew P. Director of Financial Aid	Palmer Business Institute 1457 Manheim Pike	Lancaster	PA	17601	717-392-1700 717-392-8543 Fax
Berry, Kriss A. Student Loan Officer	Swineford National Bank P. O. Box 241	Hummels Wharf B23000	PA	17831	717-743-1361 717-743-7796 Fax
Bianchi, Lou V P Loan Origination	PHEAA 415 Fallowfield Road	Camp Hill	PA	17011	717-731-7765 717-731-0438
Casee, Joseph W. Director of Financial Aid	Phila College of Osteopathic Med 4150 City Avenue	Philadelphia CG00251	PA	19131	215-871-2180 215-871-2187 Fax
Catherine, Francis W. Treasurer	Erie Co. School Employees F.C.U. 4108 Main Street	Erie	PA	16511	814-899-6608 814-899-6005 Fax
Chopich, Nicholas Director of Student Finance	Duff's Business Insitutite 110 Ninth Street	Pittsburgh CG00566	PA	15222	412-261-4528 412-261-4546 Fax
Cohen, Stanley Financial Aid Officer	Delaware Valley Acad of M & D Asst 6539 Roosevelt Boulevard	Philadelphia	PA	19149	215-744-5300
Cohen, Susan J. Director of Financial Aid	Craft Institute 9 South 12th Street	Philadelphia	PA	19107	215-592-4600 215-567-1729 Fax
Daley, Elizabeth M. Financial Aid Officer	Episcopal Hospital School of Nursing Front & Lehigh Streets	Philadelphia	PA	19125	215-427-7459
Decker, Nancy M. Director of Financial Aid	Laurel Business Institute 11-15 Penn Street	Uniontown	PA	15401	412-439-4900 412-439-3607 Fax
Dillon, Linda A. Assoc Dir Adms/Fin Aid	Saint Vincent College Fraser Purchase Road	Latrobe CG01946	PA	15650	412-537-4540 412-537-4554 Fax
Dunkle, Jill E. Student Loan Clerk	West Milton State Bank P. O. Box 69	West Milton	PA	17886	717-568-6851 717-568-6501 Fax

Fie, Kathleen B. Director of Financial Aid	PA College of Straight Chiropractic 200 Tournament Drive, Suite 100	Horsham	PA	19044	215-957-6080 215-957-2654	Fax
Forbes, David A. Student Loan Officer	Defense Activities Federal Credit Union 5275 East Trindle Road, P. O. Box 40	Mechanicsburg	PA	17055	717-795-6017 717-795-6005	Fax
Fusko, Phyllis E. Financial Aid Officer	Conemaugh Valley Memorial Hospital 1086 Franklin Street	Johnstown	PA	15905-4398	814-533-9390	
Gaspar, Ann B. Student Loan Representative	Quakertown National Bank 320 West Broad Street, P. O. Box 759	Quakertown	PA	18951-0759	215-538-5625 215-538-5797	Fax
Glover, Carol Student Loan Officer	First National Bank & Trust 40 South State Street	Newtown BK00507	PA	18940	215-968-4203 215-968-6380	Fax
Goldsmith, Glenn A. Financial Aid Administrator/VP	Delaware Valley Acad of M & D Asst 6539 Roosevelt Boulevard	Philadelphia	PA	19149	215-744-5300	
Gregory, Karen M. Director of Financial Aid	Tri-State Business Institute 5757 West 26th Street	Erie CG01539	PA	16506	814-838-7673 814-838-8642	Fax
Griswold, Anna M. Asst Vice Provost for Student Aid	The Pennsylvania State University 314 Shields Building	University Park CG01586	PA	16802-1220	814-865-6301 814-863-0322	Fax
Gyure, James F. Sr Assoc Dir Adms/Student Aid	University of Pittsburgh at Johnstown 133 Biddle Hall, 450 Schoolhouse Road	Johnstown	PA	15904	814-269-7048 814-269-7044	Fax
Harmon, Edward W. Assoc Director of Financial Aid	Robert Morris College Narrows Run Road	Coraopolis CG00109	PA	15108	412-262-8210 412-262-5958	Fax
Harris, Tracy Assoc Dir Adms/Student Aid	University of Pittsburgh at Johnstown 133 Biddle Hall, 450 Schoolhouse Road	Johnstown	PA	15904	814-269-7046 814-269-7044	Fax
Henry, Paula J. Asst Dir Adms/Student Aid	University of Pittsburgh at Johnstown 133 Biddle Hall, 450 Schoolhouse Road	Johnstown	PA	15904	814-269-7049 814-269-7044	Fax
Kent, Erika S. Loan Application Processor	Quakertown National Bank 320 West Broad Street, P. O. Box 759	Quakertown	PA	18951-0759	215-538-5624 215-538-5797	Fax
Knoblauch, Susan K. Asst Director of Financial Aid	Allentown Coll of St. Francis de Sales 2755 Station Avenue	Center Valley CG01209	PA	18034	215-282-1100 215-282-2254	Fax



Lang, Cynthia R.	20 Long Lane	Malvern	PA	19355	215-644-5309 215-644-8439	Fax
Lewis, Lindy National Account Executive	Allied Bond & Collection Agency One Allied Drive	Trevoze	PA	19053	215-639-2300 215-639-2302	Fax
Maher, Marta M. Educational Advisor	Educational Talent Search Seton Hill College	Greensburg	PA	15601	412-837-6199	
Malchano, Linda J. Director of Financial Aid	Computer Tech/Int'l Culinary Academy 107 Sixth Street	Pittsburgh	PA	15222	412-391-4197 412-391-4224	Fax
Mallory, Linda J. Student Loan Center Manager	Integra 201 Chestnut Street	Meadville BK00690	PA	16335	814-337-1950 814-336-2508	Fax
Mamula, Milosh B. Director of Financial Aid	Erie Business Center 246 West Ninth Street	Erie	PA	16501	814-456-7504 814-456-4882	Fax
Marrow, Shirley I. Financial Aid Administrator	The Career Institute 1825 JFK Boulevard	Philadelphia	PA	19103	215-561-7600 215-977-8335	Fax
McElveen, Linda D. Financial Aid Officer	The Career Institute 1825 JFK Boulevard	Philadelphia	PA	19103	215-561-7600 215-977-8335	Fax
McNickle, Gayle J. Financial Aid Administrator	Bucks County School of Beauty Culture 1761 Bustleton Pike	Feasterville	PA	19053	215-322-0666 215-357-6485	Fax
Miller, William S. Director, State & Inst Services	The College Board 45 Columbus Avenue	New York	NY	10023-6917	212-713-8000	
Misenko, Robert I. Vice President	Hemar Insurance Corporation 101 East Fifth Street, Suite 2626	St. Paul	MN	55101	612-290-0360 612-290-0453	Fax
Owens, Martina A. Adms./Student Aid Counselor	University of Pittsburgh at Johnstown 133 Biddle Hall, 450 Schoolhouse Road	Johnstown	PA	15904	814-269-7047 814-269-7044	Fax
Phillips, John E. Financial Aid Rep	Pennsylvania Business Institute 1 Angelini Avenue	Nesquehoning	PA	18229	717-669-9894 717-669-9946	Fax
Rinder, Theresia Financial Aid Assistant	Robert Morris College Narrows Run Road	Coraopolis CG01332	PA	15108	412-262-8418 412-262-5958	Fax

Rohrbaugh, Lisa B. Student Loan Manager	York Federal Savings & Loan Association 101 S. George St., P. O. Box 15068	York	PA	17405-	717-849-2736 717-852-0144 Fax
Roy, Travis S. Financial Aid Administrator	Philadelphia College of Bible 200 Manor Avenue	Langhorne	PA	19047	215-752-5800 215-752-5812 Fax
Seagle, Alison S. Financial Aid Administrator	Pittsburgh Technical Institute 635 Smithfield Street	Pittsburgh CG00639	PA	15222	412-471-1011 412-471-9014 Fax
Snyder, David W. Director of Financial Aid	Berks Technical Institute 4 Park Plaza	Wyomissing	PA	19610	215-372-1722 215-376-4684 Fax
Sullivan, Gary P. Regional VP, Marketing	General Revenue Corporation 132 Boone Trail	Severna Park	MD	21146	401-544-3223 401-544-3397 Fax
Swinson, Phyllis Director of Financial Aid	Pennsylvania Business Institute 81 Robinson Street	Pottstown	PA	19464	215-326-6150 215-326-4142 Fax
Swisher, Diane Retail Banking Officer	Hamilton Bank 1097 Commercial Bank	Lancaster B21501	PA	17601	717-569-8731 717-569-7497 Fax
Warrick, Rose B. Finance Manager	NEC-Vale Tech Campus 135 West Market Street	Blairsville	PA	15717	412-459-9500 412-459-6499 Fax
Wilson, Joyce A. Loan Department Supervisor	West Milton State Bank P. O. Box 69	West Milton B40300	PA	17886	717-568-5829 717-568-6501 Fax
Withrow, Bernard D. Office Mgr/Educational Advisor	Educational Talent Search Seton Hill College	Greensburg	PA	15601	412-837-6199
Wonders, Thomas J. Dir of Adms/Student Aid	University of Pittsburgh at Johnstown 133 Biddle Hall, 450 Schoolhouse Road	Johnstown	PA	15904	814-269-7076 814-269-7044 Fax
Youtz, Sherry A. Finance Manager	National Education Center 5650 Derry Street	Harrisburg	PA	17111	717-564-8710 717-564-3779 Fax

## POSITION OPENING

Widener University invites applications for the full-time position of assistant director of financial aid.

Reporting to the director, the assistant director is responsible for coordinating Widener's financial aid programs for adult students, graduate students & evening division undergraduate students. Responsibilities include planning, developing and implementing procedures; serving as liaison with the graduate and evening division admission offices, file review, packaging and counseling students.

Qualified candidates will possess at minimum a bachelor's degree, 2 or more years of financial aid experience, comprehensive knowledge of Title IV regs.,

experience with on-line financial aid data management systems, excellent interpersonal and communication skills, the ability to work as a team member, and a strong student service orientation.

Widener offers a comprehensive benefits package including tuition remission. Interested and qualified candidates should submit cover letter and resume with salary requirements and names of 3 references by July 2nd to:

Financial Aid Search Committee  
Widener University  
One University Place  
Chester, PA 19013

### CONDOLENCES

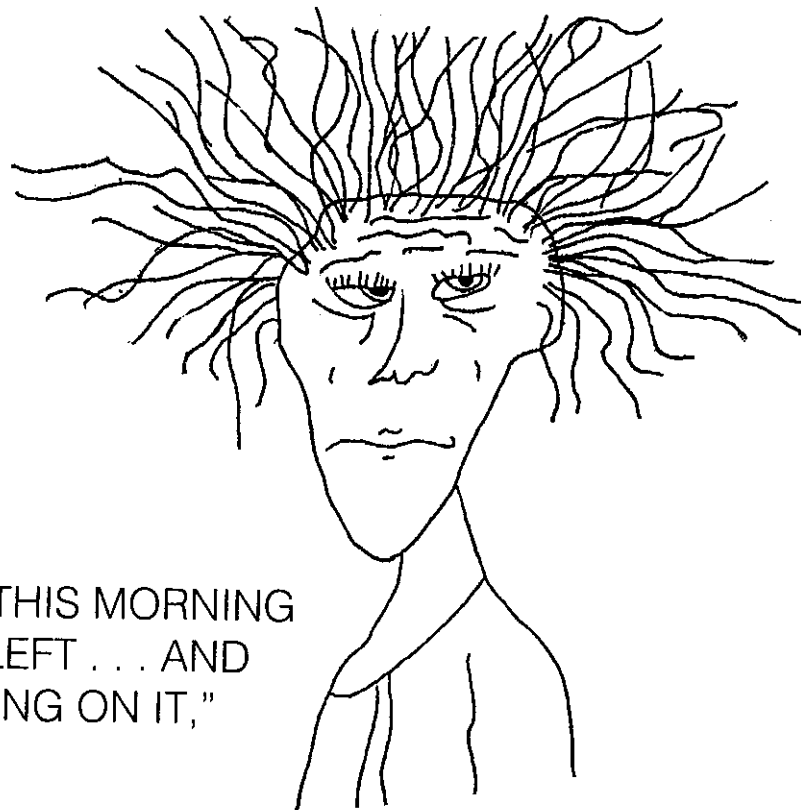
It is with sadness we report the death of one of our members, Ruth Ann Voneida, Financial Aid Officer for the Geisinger School of Nursing. Although Ruth passed away April 5, 1993, anyone wishing to contribute to the Ruth Ann Voneida Memorial Fund may send funds in care of the Geisinger Medical Center, Danville, PA 17821

### PROMOTION

Michael Colahan was promoted to Associate Director of Financial Aid for the College of Allied Health Sciences of Thomas Jefferson University effective May 1, 1993.

**CONGRATULATIONS, MIKE !**

DID YOU EVER FEEL THIS WAY?



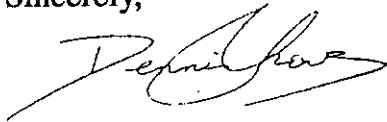
"WHEN I WOKE UP THIS MORNING  
I HAD ONE NERVE LEFT . . . AND  
NOW YOU'RE GETTING ON IT,"

## 16th Annual Conference: Northeast Association of Student Employment Administrators Be There!

With the weather as cold as it is right now, you'll probably find it hard to imagine enjoying a warm summer evening in our nation's capital this coming summer. Well, as I think about the challenges of doing more with less, increasing student financial need, significantly more competitive job markets and more restrictive federal regulations, I want to personally invite you to attend NEASEA's annual conference, which will be held from August 8-11 in the DC area.

This year's conference theme "Harnessing the Winds of Change," is very appropriate as we all attempt to address the challenges being presented to us. Whether you're looking for the best way to utilize your institution's FWS dollars, starting up a community service employment program, enhancing your employer recruitment or enhancing the overall educational value of your students's work experience, I'm certain that you and your institution will reap the benefits of NEASEA's professional training workshops, legislative updates and networking opportunities. I look forward to seeing you.

Sincerely,



Dennis Chavez  
President,  
NEASEA

## Can You Say No 'Nicely'?

—TEST YOURSELF AND SEE—

*"It seems to me that unless you give in completely when a customer complains, the customer will be unhappy. Yet company policies don't always make 'yes' possible. How can we make these customers happy?"*



As a complaint handler you're expected to have concern for the customer and understanding of his or her problems. That means some problems will be resolved in the customer's favor and other times in the company's favor. No matter what the outcome, you should always work to salvage the relationship with the customer. The following quiz can help determine whether you are handling such complaints delicately and can say "no" nicely.

- |  | YES   | NO    |
|--|-------|-------|
| 1. Do you give customers time to explain the nature of their problems?   | _____ | _____ |
| 2. Do you express regret that the customer is experiencing a problem?  | _____ | _____ |
| 3. Do you avoid blaming the customer and instead focus on correcting the problem?                                      | _____ | _____ |
| 4. Do you first ask what solution they would like?   | _____ | _____ |
| 5. If their request is not realistic, do you show concern by saying, "I'm sorry we can't comply with your suggestion?" | _____ | _____ |
| 6. Do you try to explain why their solution cannot be carried out?   | _____ | _____ |
| 7. Do you offer solutions that <i>can</i> be carried out?  | _____ | _____ |
| 8. Do you ask the customer for his or her reaction to your possible solutions?   | _____ | _____ |
| 9. When possible, do you explain to customers how future problems can be avoided?                                      | _____ | _____ |
| 10. Do you confirm at the end that the agreed-upon action is acceptable to the customer?                               | _____ | _____ |

Total number of YES answers \_\_\_\_\_

*Your score:* Nine or 10 yes answers suggest you're able to say "no" to customers successfully because you offer understanding and present them alternate solutions. A lower score indicates you need to show more empathy to unhappy customers. Hear them out, then focus on a solution that works for both the customer and your company.

[Author & Source Unknown]

Listed below is a "Quickie Cheat Sheet" to help all financial aid counselors answer those never-ending "where can I get money" questions! Please update yearly and copy as you see fit. A big "Thank You" to Judy Rile, Assistant Director of Financial Aid, Albright College for putting this together.

## STATE GRANT INFORMATION FOR 1993-1994 (AS OF 4/1/93)

**ALABAMA** - Alabama Commission on Higher Education - (205) 269-2700 in-state: amount unknown until budget is passed out-of-state: 0

**ALASKA** - Alaska Commission on Postsecondary Education - (907) 465-2854 in-state: \$1500 per year out-of-state: 100% transferable

**ARIZONA** - Arizona Commission for Postsecondary Education - (602)255-3109 (phone number disconnected)

**ARKANSAS** - Arkansas Department of Higher Education - (501) 324-9300 in-state: \$624; out-of-state: 0

**CALIFORNIA** - California Student Aid Commission - (916) 322-9267 in-state: vary according to tuition of the school; out-of-state: 0

**COLORADO** - Colorado Commission on Higher Education - (303) 866-2723 in-state: \$2500; other grants include Diversity Grant of \$2000, part-time grant of up to the cost of tuition, fees, books and supplies, and a nursing scholarship of up to the cost of tuition, fees, books, supplies and transportation out-of-state: 0

**CONNECTICUT** - Connecticut Board of Higher Education - (203) 566-2618 in-state: range from \$200 to \$2000, with February 15 deadline out-of-state: \$500 maximum

**DELAWARE** - Delaware Postsecondary Education Commission - (302) 577-3240 in-state: \$1000 maximum out-of-state: \$600 maximum

**DISTRICT OF COLUMBIA** - Department of Human Services, Office of Postsecondary Education - (202) 727-3688 in-state: range from \$400 to \$1000 out-of-state 100% portable

**FLORIDA** - Florida Department of Education - (904) 488-1034 in-state: \$900 out-of-state: 0

**GEORGIA** - Georgia Student Finance Authority - (404) 493-5452 in-state: \$1,000 (private colleges only) out-of-state: 0

**HAWAII** - Hawaii State Postsecondary Education Commission - (808) 956-8213 in-state: \$2000 out-of-state: 0

**IDAHO** - Office of the State Board of Education - (208) 334-2270 in-state not state grant, but does have state scholarship based on merit with award of \$2,650 per year renewable for 3 additional years out-of-state: 0

**ILLINOIS** - Illinois State Student Assistance - (708) 948-8500 in-state: amount not known yet for 93-94; last year's was \$3,500; out-of-state: 0

**INDIANA** - State Student Assistance Commission of Indiana - (317) 232-2359 in-state: not available yet out-of-state: 0

**IOWA** - Iowa College Aid Commission - (515) 281-3501 in-state: depends on school - private school is \$2,650; community college or vo-tech is \$ 600; also have "Iowa Grant" worth \$1000 to the "neediest" students out-of-state: 0

**KANSAS** - Kansas Board of regents - (913) 296-3517 in-state: \$1000 per year to those designated as "state Scholars"; out-of-state: 0

**KENTUCKY** - Kentucky Higher Education Assistance Authority - (502) 564-4928 in-state: \$480; out-of-state: 0

**LOUISIANA** - Louisiana Student Financial Assistance Commission - (504) 922-1023 in-state: varies from school to school; amounts not known yet; out-of-state: 0

**MAINE** - Finance Authority of Maine - (207) 289-2183 in-state: ranges from to low of \$500 to ? (limit unknown now); out-of-state: \$500 maximum

**MARYLAND** - Maryland State Scholarship Administration - (301) 974-5370 in-state: \$2,500 per semester; out-of state: 0

**MASSACHUSETTS** - Board of Regents of Higher Education, Scholarship Office - (617) 727-9420 in-state: ranges from \$200 to \$2500; out-of-state: portable to other New England states, Maryland and Pennsylvania

**MICHIGAN** - Michigan Department of Higher Education - (517) 373-3394 in-state: \$1200 for public school; \$1865 for private school; \$1965 for graduate school out-of-state: 0

**MINNESOTA** - Minnesota Higher Education Coordinating Board - (612) 296-3974 in-state: varies according to school; out-of-state: 0

MISSISSIPPI - Mississippi Postsecondary Education Financial Assistance - (601) 982-6570 in-state: has 18 different state grant programs; out-of-state: 0

MISSOURI - Missouri Coordinating Board for Higher Education - (314) 751-2361 in-state: minimum of either (1) 1/2 of prior year's tuition and fees; (2) \$1500; or (3) student's remaining unmet need; out-of-state: 0

MONTANA - Montana University System - (406) 444-6594 in-state: awarded by individual schools from variety of funds out-of-state: 0

NEBRASKA - Nebraska Coordination Commission for Postsecondary Education - (402) 471-2847 in-state: varies from institution; last year's average was \$400 - this year's is not known yet; out-of-state: 0

NEVADA - State Department of education - (702) 687-5915 in-state: awarded by individual schools; out-of-state: 0

NEW HAMPSHIRE - New Hampshire Postsecondary Education Commission - (603) 271-2555 in-state: vary according to school - range unknown at this time out-of-state: \$500 - maximum

NEW JERSEY - New Jersey Department of Higher Education, office of Grants and Scholarships - (609) 588-3268 in-state: varies on institution as follows: Rutgers - \$3034; NJIT - \$3548; state school - \$1960; community college - \$1150; out-of-state: 0

NEW MEXICO - Commission on Higher Education - 1 (800) 279-5063 no information available

NEW YORK - New York State Higher Education Services Corporation - (518) 474-6475 in-state: \$3450 maximum; out-of-state: 0

NORTH CAROLINA - North Carolina State Education Assistance Authority (919) 549-8614 in-state: \$560 for spring 93 semester at private school; 93-94 info not available yet; out-of-state: 0

NORTH DAKOTA - North Dakota State Board of Higher Education - (701) 224-2960 in-state: \$600 out-of-state: 0

OHIO - Ohio Board of Regents - (614) 466-7420 in-state: \$1392 for public school; \$3468 for private school; out-of-state: portable to Pennsylvania

OKLAHOMA - Oklahoma Tuition Grant Program - (405) 840-8356 in-state: Varies from school to school - range unknown at time; out-of-state: 0

OREGON - Oregon State Scholarship Commission - 1-(800) 452-8807 in-state: varies from school to school, with averages as follows: community college: \$828 state system: \$966; out-of-state: 0

RHODE ISLAND - Rhode Island Higher Education Assistance Authority - (401) 277-2050 in-state: \$800; out-of-state: no decision for several months

SOUTH CAROLINA - South Carolina Higher Education Tuition Grants Agency - (803) 734-1200 in-state: \$3400 for private school for 1992-93; 93-94 amounts unknown; out-of-state: unknown at this time

SOUTH DAKOTA - Department of Education and Cultural Affairs - (605) 773-3134 in-state: \$600; out-of-state: 0

TENNESSEE - Tennessee Student Assistance Corporation - (615) 741-1346 in-state: \$1482; out-of-state: 0

TEXAS - Texas Higher Education Coordination Board - (512) 483-6361 in-state: amount not set for this year yet; out-of-state: 0

UTAH - Utah State Board of Regents - (801) 538-5247 in-state: \$2500; out-of-state: 0

VERMONT - Vermont Student Assistance Corporation - (802) 655-9602 in-state: amount not set yet - depends on tuition of in-state schools; out-of-state: amount not known - no more than to level allowed for University of Vermont

VIRGINIA - State Council of Higher Education for Virginia (804) 225-2623 in-state: Varies from school to school exact amounts not known yet; out-of-state: 0

WASHINGTON - Washington State Higher Education Coordinating Board - (206) 753-1119 in-state: Varies with school - 92-93 amounts were \$ 1194 for community college, \$1386 for two year public, \$1312 for four year public, an \$2067 for four year private; out-of-state: 0

WEST VIRGINIA - West Virginia Higher Education Central Office - (304) 347-1266 in-state: up to 70% of in-state tuition; out-of-state: \$600 maximum for Pennsylvania

WISCONSIN - Higher Education Aids Board - (608) 266-1660 in-state: \$2172 for private institution; out-of-state: 0

WYOMING - Wyoming Community College Commission - (307) 777-7763; in-state: allocation given to schools, who determine recipients and amounts; out-of-state: 0

PUERTO RICO - Council on higher education - (809) 758-3350; no information available

## LVFAA MEETING

Twenty-five members of the Lehigh Valley Financial Aid Administrators group met on June 2nd in the Albright College Campus Center South Lounge to discuss a variety of issues ranging from federal program reviews to direct lending to presentations of financial aid nights. One special aspect of the meeting was the inclusion of Nancy Zlockie, PNC, as she was able to explain the lenders perspective on these issues and to also field questions and concerns regarding loan delivery. Future meeting dates and hosts were tentatively scheduled as follows:

09-22-93	Northampton County Community College
02-09-94	Kutztown University
06-01-94	Alvernia College

MARK YOUR CALENDARS NOW !

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## PENNSYLVANIA TUITION ACCOUNT PROGRAM

On June 24th, college presidents were invited to attend the "Introduction to the Pennsylvania Tuition Account Program" hosted by Catherine Baker Knoll, Treasurer for the Commonwealth of Pennsylvania. Of the approximate 50 individuals in attendance, PHEAA representatives and financial aid officers were present in the audience to listen as this new program's parameters were outlined.

The basic premise of PTAP is to allow families to purchase tomorrow's college credits at today's costs. Many questions regarding taxation benefits, asset calculations, educational resource determinations and impact upon federal methodology were raised. Unfortunately, answers were not as definitive as we had hoped. Eileen M. Ferry, Director of the newly created PTAP Bureau, encouraged all concerns and questions be directed to her attention at (717) 772-5000.

Official announcement of this program is scheduled September 9, 1994. Knoll assured all present that prior to implementation of this program, a series of regional workshops and presentations would be held in order to better acquaint aid offices with the specifics of this new program. Knoll stated her hopes of PTAP becoming the model program for other states to emulate.

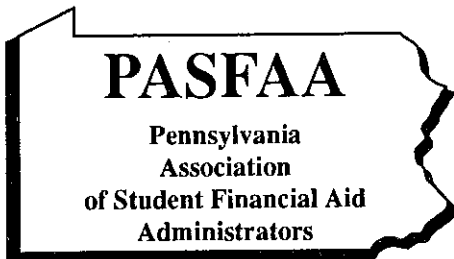
At this time, PTAP is requesting all institutions supply the following information to their attention:

- 1) Designated institutional liaison for PTAP information
- 2) 93-94 tuition rates

Stay tuned for more information regarding this exciting new concept of helping families finance the ever increasing cost of higher education!



July 93'	State Grant Certification Workshops, PHEAA, sites TBA
August 3	PASFAA Executive Council, PHEAA
August 8-11	16th Conference Northeast Asso. of Student Employment Administrators, Crystal City, VA
October 10-13	PASFAA Conference, Pittsburgh
November 93'	Business Officer Workshops, PHEAA, sites TBA



## **Albright College**

**Financial Aid Office  
Reading, PA 19612**

