

President's Message

Dear NCASFAA Colleagues:

It is my pleasure to serve as your president for 2002-03. The elected officers and committee chairs are doing a great job of fulfilling their responsibilities and making NCASFAA one of the most outstanding professional associations in higher education.

Thank you to those of you who volunteered to serve on committees, facilitate a session at a conference, or help out in other ways. You are the lifeblood of NCASFAA.

This year, we are emphasizing training. Our fall conference – November 4-6, 2002 at the Grove Park Inn in Asheville, NC – is chock full of training opportunities. The conference theme is “solving the mystery of financial aid” and it will prove to be a great experience for all in attendance. Money is tight across the state, but training is critical for financial aid administrators. If we don’t do our jobs “the right way” our institution can lose federal funding.

We’ll be doing some “housekeeping” this year – reviewing the association’s Policy & Procedure Manual to make sure it reflects how we do business – reviewing our agencies policies – updating our membership database – surveying members about the newsletter – making sure our finances are in good order.

Please let me – or any board member – know what you would like your association to do and be. I can be reached at stelmar@mail.ecu.edu or 252-328-6972 (voice) or 252-328-4347 (fax).

And don’t forget our annual spring meeting will be April 14 – 16, 2003 at the Hilton Wilmington Riverside in Wilmington, NC. I know we’ll have a wonderful time and there will be more opportunities to learn about financial aid.

Best wishes for a successful year on your campus.

Rose Mary Stelma

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Fall Conference 2002 by Bridget Ellis, Chair

The Conference Committee is looking forward to the NCASFAA Fall "Training" Conference November 4-6 in Asheville. Everyone has worked extremely hard to allow the membership to solve all the mysteries of financial aid. Please come join us for a fun and informative adventure.

We are excited to have June Cline with us as our keynote speaker. June has been an integral part of our financial aid family and I am sure she will enlighten all of us with her unique style of laughter and learning. Be ready to have your tickle box turned over.

We would also like for you to gather as many of the Concurrent Clues that will be offered such as Student Eligibility Requirements, Federal Methodology, Federal Pell Grant (intermediate), Hands On Loan Certification, Campus Based Programs (intermediate), Debt Management, and Effective Presentations just to name a few.



We also will be having the NASFAA Training as part of our Concurrent Clues. There will be twenty-five Concurrent Clues to help you solve specific mysteries in your individual offices.

Please visit the NCASFAA web site at www.ncasfaa.org, to obtain all information about the conference. The Committee will not be mailing conference packets out prior to the conference as in the past. The web site will serve as our major source of communication

about all the conference activities. I will also be sending periodic emails to the listserv to update you on any other developments.

I look forward to seeing you in November!!!!

Name the Newsletter Contest

We need a name for the NCASFAA Newsletter, and we're asking you for assistance. NCASFAA Newsletter is too plain and we want a name that will work well in printed format and in electronic format.

In your Fall Conference Packet you will receive an entry form. You may use this entry form to submit your suggestion to the Publicity and Publications Committee for consideration.

Submissions will be returned to the registration desk. Once collected the submissions will be narrowed down to four

finalists. These four finalists will be submitted to a select group of board members for a final decision. The winner will be announced in the Winter Edition of the newsletter!

*"Free Spring 2003 Conference
Registration for the winner"*

The person, or persons, if more than one person submits the same name, submitting the winning entry will have their names entered into a drawing for a free Spring 2003 Conference Registration. The winner will be drawn by Rose Mary Stelma, NCASFAA President. Good luck to everyone!

Support Staff Workshop by Linda Sledge, Chair

The Support Staff Workshop Training will be held this fall at East Carolina University, St. Augustine's College and Johnson C. Smith University. We have received confirmation from two presenters, Wanda White NCASFAA 2001 President and currently past president, Dr. James Seymour, professor at St. Augustine's College. Some of you who attended the 2001 Fall conference in Greensboro may remember Dr. Seymour's session on "Who Moved My Cheese".

The committee is still seeking speakers and ideas of what training, you the support staff members need. If you have suggestions, ideas, or requests please e-mail me at lsledge@st-aug.edu or you may contact any of the committee

members listed here.

The support staff committee members:

Shawn Henderson	Peace College
Myron Bryant	St. Augustine's College
Beth McQueen	Richmond Community College
Keisha Ragsdale	St. Augustine's College
Jacqueline Carter	UNC Chapel Hill
Lori Young Meeker	Peace College

I will forward more information concerning workshop dates, registration form and, speakers through the NCASFAA listserv. Hope to see you at the workshop.

Financial Aid Administrators Present Awards at Annual Conference in New Orleans.

Distinguished Service Awards

Howard P. “ Buck” McKeon, Chairman of the House Subcommittee on 21st Century Competitiveness.

Tom Harkin, Chairman of the Senate Subcommittee on Labor, Health and Human Services, and Education Appropriations.

Cruzita “Cruzie” Lucero, National Chair of NASFAA

Greg Woods, COO for Federal Student Aid was awarded a Statement of Appreciation.

Jamie Merisotis received the Robert P. Huff Golden Quill Award.

Paul Phillips was presented the Meritorious Achievement Award.

Joel Harrell received the State and Regional Leadership Award for the SASFAA Region.



A Call for Sessions – for NASFAA Conference

We have so many excellent presenters throughout our state, it would be great to see some of you conducting sessions at 2003 NASFAA Conference – July 9-12, 2003 in Salt Lake City, Utah.

Submit a session proposal by visiting www.nasfaa.org. If you have suggestions for the conference, speakers you'd like to hear, topics you want to see addressed, send me an email at stelmar@mail.ecu.edu or call me at 252-328-6972.

Rose Mary Stelma, East Carolina University



2003-2004 NOMINATIONS

Dear Colleagues

NCASFAA is seeking nominations for the position of President-elect, Vice President for the 2003-2004 Year and Secretary for the 2003-2005 term. I hope that each of you will consider nominating someone who is an active member of the Association and is willing to make a commitment to serve NCASFAA. This is a great opportunity to serve NCASFAA and provide leadership to a wonderful Association. You may nominate yourself as well as other active members for any open position by faxing or mailing a copy of this form to me. You may also download this form from the NCASFAA website at www.ncasfaa.org.

AVAILABLE POSITIONS

President – Elect: The President-Elect shall be the understudy to the President, shall serve as parliamentarian of the Association and shall serve as chairperson of the Site Selection Committee. This is a three-year commitment, and open to active members.

Vice President: The Vice President shall be the liaison between the Association and new members, coordinate the mentor relationship for new members. Perform duties of the President in the absence of the President. Succeed the President in the event of a vacancy. This is a one year term, and open to active members.

Secretary: This position will serve as Secretary to the Association and will take minutes and distribute them during or prior to all board meetings and the Conference Business Meeting. This is a two-year term, and open to active members.

Nominations & Elections Committee Representatives (Two Year Terms)

Independent Colleges & Universities: Represent Independent Colleges & Universities on the Nominations & Elections Committee

4-Year Public Colleges & Universities: Represent 4-year Public Colleges & Universities on the Nominations & Elections Committee

Agencies: Represent Agencies on the Nominations & Elections Committee

NCASFAA 2003-2004 Nominations Form

I would like to nominate the following person for the position of :

President-Elect **Vice President** **Secretary**

Nominations & Elections Committee Representatives:

Independent Colleges & Univ. **Agencies** **4-Year Public Colleges & Univ.**

Name: _____

Title: _____

Institution/Agency: _____

Address _____

Telephone: _____ Fax _____

Person submitting the nomination: _____

Telephone _____

Please return by December 2, 2002

To:

Wanda C. White
Dean of Administrative Services
Saint Augustine's College
1315 Oakwood Avenue
Raleigh, NC 27610
Phone: 919/516-4128 or Fax 919/516-4338



Bios, Pictures and Statements of
Candidacy will appear in the
Winter Issue of the Newsletter



“Thanks a Lot” by Dan Brent/Citibank

Your mother probably taught you that saying “Please” and “Thank you” was good manners. Of course it was one thing when you were six and what you needed was the battery replaced in a toy. And it’s another thing when you’re what – thirty? – and in the hubbub of making order out of the chaos in a Financial Aid office on a busy day.

But manners are manners no matter! Saying “Please” and “Thank you” when you are working with students on their financial aid issues is not just good manners – it’s good customer service, too. It communicates a subtle message that you appreciate the opportunity to serve them. I once had a lady in a customer service workshop tell me, “I’m too busy to smile at students in the office.” I expect then that she was way too busy to say “Please” and “Thank you” to them. Pity!

You may feel that “Please” and “Thank you” are lines for the student to use. After all, you are the one giving the service to them – not vice-versa. Sure. I agree. But that’s not the side of the conversation that you control.

Put yourself in the place of the student. Would you rather hear, “You have to get this back to us by Tuesday.” Or would you rather hear, “Could I please have this back by Tuesday?” followed by “Thanks.” The message is the same but in one case you sound like the IRS agent and in the other you sound like a friend asking help to be helpful. It sounds like quibbling over words and maybe it is. But mainly it is a matter of style, attitude, and courtesy. Your mother knew that. “Gimme a new battery” was not acceptable style!

When you most notice the “Please” and “Thank you” thing, I think, is when it’s not there. When you are the customer or are dealing with someone and they aren’t minding their mother’s “Please” and “Thank you” advice, you feel sort of demeaned. You expect the traffic cop to blow his whistle at you and tell you when and where to go. But that sort of behavior when you are face to face with someone – no matter which of you is on the customer side – is brusque and soulless. You are left feeling put down.

True, you can do the business you are paid for without the “Please” and “Thank you”. And of course you don’t want to

come across to your student customers as a sniveling wimp. But wouldn’t you like to come to – and work in – a place where you hear things like, “Thanks for having that ready for me,” and “Thanks for waiting,” and “Thanks for bringing that to my attention,” and “Thanks for stopping in to get this taken care of”?

I had a close friend who was a Catholic bishop. He died two years ago at age 84. Recently I was invited to the cemetery to

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celebrate what would have been the sixtieth anniversary of his ordination. (A nice dinner followed at the local hotel.) Several of his friends had been asked to put together an appropriate tribute to him for the graveside service. There were a couple hymns, a reading from one of his writings, a litany, and some

prayers. Every component was drawn from material that he had created. And every piece revolved around the theme of gratitude! He was a “Please and Thanks” person. Given the opportunity to build a tribute to his memory, those who planned the service chose to remember him that way. He had a position of authority and responsibility. But the memories he created were of a humble man who appreciated others and what they did for him and for their common cause. What a wonderful legacy!



Do me a favor? (Please! Thank you.) Some day in the office, listen for the “Please” and “Thank you”. Listen to yourself as well as to your colleagues. Listen for the missed opportunities as well as to the times you hear the words. Do you like the “Please – and – Thank you” style better? Your mother would be proud!

Dan Brent is a Professional Development officer with Citibank. He frequently presents seminars for Financial Aid office staff and management people.

Membership News by Christy Long, Chair

Did you know your NCASF^{AA} membership may have expired June 30? If you haven't already done so, you need to complete the membership form below and send it in as soon as possible. Membership in NCASF^{AA} provides you with many opportunities for training, receiving and exchanging of information, and networking with other financial aid professionals in the state. It also entitles you to receive this quarterly newsletter. *We won't be able to send one to you next quarter if we don't receive your paid membership.*

The annual membership dues are \$25.00. Dues only need to be paid once between July 1, 2002 and June 30, 2003. ***This is an individual membership, not an institutional one.*** Please make three copies of the membership form and mail all copies with a check or money order to the NCASF^{AA} Treasurer, Bill Cox.

Please take the time to answer the questions regarding the number of years you have been in the financial aid profession and the number of years, including 2002-2003, you have been a member of NCASF^{AA}. This will assist us in granting service awards at our 2003 Spring Conference to be held in Wilmington, April 14-16.

Other News in Membership

- We want to make sure our recent retirees are on our honorary membership list. Honorary members receive this newsletter as well as other mailings that go out. If your office had someone to retire since **January 2001**, please send me their name, address, phone number, and email address so I can make sure they're on the list.
- The membership directory is on the NCASF^{AA} web site. You can currently search for a person's information by putting in their first or last name. Check out your own entry to be sure we have the most current information on file for you.

You can email me at christy@saalem.edu with any questions, comments, or retiree information. Also feel free to call me at (336) 917-5576.

2002-2003 Membership Application Form

Name: _____
(Please print or type) First MI Last

Title: _____ Phone: (_____) _____ Ext: _____

Institution/Agency: _____ Fax: (_____) _____

Address: _____
Street & Number City State Zip

E-mail Address: _____

(check one)

Current Member

How many years have you been in the financial aid profession? _____ Years

How many years, ***including 2002-2003***, have you been a paid member of NCASF^{AA}? _____ Years

New Member

Institution Type: 4-year Public 4-year Private Proprietary **Membership:** Active
(check one) 2-year Public 2-year Private Agency (check one) Associate

Dues for membership from July 1, 2002 to June 30, 2003 are \$25.00

Please make your check payable to **NCASF^{AA}** and mail payment with all **three** copies of this form to:

Bill Cox, NCASF^{AA} Treasurer
P.O. Box 907, Morrisville, NC 27560

PAID RECEIPT (for treasurer's use only)

Cash Personal Check # _____ Institutional Check # _____

NCASF^{AA} Treasurer: _____ Date: _____

FAFSA Day Update by Elizabeth V. McDuffie

Twenty-eight sites have volunteered to host FAFSA Day on Saturday, February 15, 2003 from 9 a.m. to noon, and we need volunteers to staff the various sites. Please mark the morning of February 15 on your calendar and commit to helping local high school students complete their FAFSAs early. You will find the experience rewarding and as Rose Mary recently said, FUN!

Since you are helping students who may not even attend your institution, volunteering on FAFSA Day feels more like you are providing a service to families, not simply adding hours to

your workweek. Plus you get to visit with financial aid colleagues outside of the usual work environment, making new friends and renewing acquaintances. You will feel great for your contributions to the students in your community with none of the stress associated with going to work. This is a community service project designed for you!

Please call or email Robbie Schultz at SEAA (919-248-4686 or robbie@ncseaa.edu) to volunteer your time right now! Then mark it on your calendar. In the words of an aging Uncle Sam, we need YOU!

2002 FAFSA Day Locations

Appalachian State University (Boone)
Cabarrus College of Health Sciences (Concord)
Caldwell Tech. Inst. & Community College (Hudson)
Campbell University (Buies Creek)
Cleveland Community College (Shelby)
East Carolina University (Greenville)
ECPI College of Technology
Elizabeth City State University
Elon University
Fayetteville Technical Community College
Halifax Community College (Weldon)
Lees-McRae College (Banner Elk)
Martin Community College (Williamston)
Mt. Olive College

North Carolina Central University (Durham)
Peace College (Raleigh)
Richmond Community College (Hamlet)
Roanoke-Chowan Community College (Ahoskie)
Sandhills Community College (Southern Pines)
Southwestern Community College (Sylva)
St. Andrew's Presbyterian College (Laurinburg)
ThinkCOLLEGE® & Career Center (Charlotte)
UNC at Asheville
UNC at Greensboro
UNC at Pembroke
UNC at Wilmington
Wake Forest University (Winston-Salem)
Wayne Community College (Goldsboro)

Letter from Amy, Senior Elementary Ed Major

Dear Financial Aid Administrators,

I would like to take this moment to thank you for allowing me the opportunity to express my feelings about my financial aid office. I hope what you read will demonstrate to each and every financial aid administrator what a positive effect you have on real lives. When I look back into my childhood, the picture that forms in my mind's eye is not always glamorous, or even pretty, but it is full of many memories. Some are good, some are bad, but all of them have influenced the person I am today. From my earliest days, my family had very little financially. We went without many things that most people consider vital to everyday life.

For example, I can remember my mother teaching my sister and I how to brush our teeth without a toothbrush and how to share two twin-sized beds between five children; three girls in one-two boys in the other. Most people looked at us as being poor, pitiful, and helpless. My mom was left with no help from the time my youngest brother was a newborn. Because of this experience, she instilled in us many morals. Two of the most important to me are honesty and hard work. She taught us that if we were going to bring ourselves out of the slums of life and make a better life for our children we had to work hard for everything we had and make the most of what we were given. I received the best opportunity to exercise my mother's teachings when I met with my financial aid officer three years ago.

As a senior in high school, I had dreams, and sometimes nightmares, about going to college. However, with my family's background, I did not see any way possible that I could afford to go to college. I always assumed that I would have to follow the same route as my mother and older sister because poverty was the card that life had dealt me. However, sometimes you can't see the beauty of the sunrise until it tops these glorious mountains. Then the mountains make the sunrise more beautiful than it would have otherwise been. This how I envision My College.

Just shortly before high school graduation, I was approached by a staff member from the college and asked to just consider My College. I was extremely doubtful that I would be able to afford college, especially one so close to home. However, I had tried to put into practice what my mom had taught me about hard work by giving up some of my personal passions during my senior year to make my grades the best they could be.

This sacrifice paid off, just as mom said it would, because the financial aid office at My College was able to offer me a financial aid award that I could not refuse. Before I knew it, I was enrolled in this beautiful college because of assistance and guidance by people like yourselves. I soon realized that I was going to be able to accomplish something no one in my family had ever possessed, I was going to get my bachelor's degree.

Finally, I could make something out of my life and hopefully bring my family a little assistance at the same time.

My next step was trying to decide what type of bachelor's degree I wanted to obtain. I had often considered this same proposition and had always decided that I wanted to impact lives with my decision. I decided to become a teacher, to spend the rest of my life passing not only knowledge but true life experience to the youth of our great nation.

While pursuing this accomplishment I have participated in campus activities, elected to the President's society, become a member of Alpha Chi, worked during the school year and summers in the Financial Aid Office, become a member of the annual Teacher Education Committee, and fulfilled many other exciting accomplishments such as getting married and building a house.

As of May of 2003, I will have fulfilled what was once my life's only dream. I will graduate with a bachelor's degree in elementary education. However, this is only one

important thing that My College has provided me with. Through the help of the financial aid office, whom I now see as my mentors, here at My College, and with the financial assistance of many people, I have come to realize that I can go beyond this dream.

I want to give children hope just like the people in my past and present have given me. My College has been a great stepping stone in the journey of my life. It has helped me reach higher grounds than I could ever imagine and it is providing me with a step ladder to truly make my life the best it can be. I thank you for the opportunity to tell you this on behalf of all of students. I wish I had the chance to sit down with each of you to tell you how much your support means. May God bless you.

Amy, Senior Elementary Education Major



New Aid Officer's Workshop by Cassandra Pettigrew, Chair

Join NCASFAA's New Aid Officer's Training Workshop Committee in Asheville for the Fall 2002 Conference, the theme for this years conference is "Solving the Mystery of Financial Aid". The New Aid Officer's Committee is committed to helping all New Aid Officers, Financial Aid Administrators with 0 to 3 years of experience, with decoding the mystery of administering financial aid.

Not only will the following topics listed below be presented, but also you will be provided with hands on training and examples that you may experience when administering financial aid. We will also provide each participant with a reference book of the materials covered to have at their finger tips when they need it the most, which is back at the office!

We look forward to another successful, productive, and fun workshop with the New Aid Officers! The deadline for registering for the Fall 2002 New Aid Officer's Workshop is October 18, 2002. Registration forms may be faxed to Cassandra R. Pettigrew at 919-681-6243. Anyone interested in serving the NCASFAA community by working on this committee is welcome!

The following topics will be covered during the workshop:

- History of Financial Aid
- General Eligibility
- Completing the FAFSA Application Process
- Verification
- Cost of Attendance
- Campus Based Programs
- SEOG
- Perkins Loan
- Federal Workstudy
- State Aid Programs
- Loans
- Professional Judgment
- Over Awards

NCASF AA Spotlight with Rose Mary Stelma, by Phil Roof

Rose Mary Stelma is the President of NCASF AA and the Director of Student Financial Aid for East Carolina University, located in Greenville, North Carolina. Recently, I had a chance to sit down in her office and had her share some thoughts for the newsletter. Sitting there in her cozy office with her tiny computer (it's about the size of Chiclet gum), surrounded by pictures of family, colleagues and accomplishments, she shared these thoughts.

PR- Lets start with what brought you to East Carolina.

Rose Mary: I moved to NC to take this job in the summer of 1991. My mother had seen this job advertised in the Chronicle of Higher Education and had made a copy and sent it to me. At the time, I worked at Temple and my mom knew I was tired of working there. So she took it upon herself to make copies of the jobs in the Chronicle that she thought I might like. And in all those jobs she sent me, this was the only one I was ever really interested in.

That's how I found out about the job. The vice-chancellor at the time has worked in Pennsylvania and it turned out we knew some of the same people and things just worked out. And so here I am.

PR- What are some of the changes you've seen since being at ECU?

Rose Mary: We've grown in staff and in student population. This fall semester I think we'll cross the 20,000 student mark. There have been increases in about every aid program there is from loan to Pell. Technology has really changed. When I got here we cut financial aid checks for students, and if you had Pell, SEOG, Perkins, there would be three separate checks, one for every program. That's how we kept track of everything. Now everything is done electronically, disbursements can be credited within 24 hours, and we use computers for everything we do. That part has changed the most.

I just wish I understood more about what happens when I push the button.

PR- This area was hit the hardest by Hurricane Floyd. Have the people here moved on, or do we have people still trying to recover?

Rose Mary: Some of both. We still have students writing letters regarding loss of family business, income or loss of assets of some kind resulting from Hurricane Floyd. Sallie Mae gave us a grant to award to Hurricane Floyd students and we are still awarding the interest generated from that grant. We have awarded 4 or 5 this semester to students who lost

their homes and everything and you just don't get over that in one year.

I think people have recovered to varying degrees, people who before the flood that didn't have a lot, still don't have a lot.

PR- Let's talk about NCASF AA. What can NCASF AA do to improve on itself this year?

Rose Mary: It's a challenge to accomplish anything in one year, to be honest. I guess I would say continue on, but I should really say more than that.

NCASF AA has so much going for it and does a lot of things really well. We have such a good relationship with SEAA which provides our membership with excellent training opportunities, there's the high school program that is on the web. We really get a lot of financial support from SEAA such as providing copies of the NASFAA training materials. A lot of state associations are not in the position that we are in and don't have the advantage of a strong SEAA.

We have a lot of good support from our vendor community. We bring more or the same in vendor support than other states that are larger than us. We are lucky to have such a group of talented people that also support the association financially. It seems that vendors understand the value of our association and that the funds are going to be spent on the membership to provide excellent conferences and training. I also think we have a really good group of vendor support that really understands the purpose of NCASF AA.

So in a lot of ways, it's difficult to say what kind of improvement NCASF AA can make in one year because we truly are one of the better state associations. In fact, it's a really good time to be President of NCASF AA.

Seriously, we are doing some housekeeping. We are updating the Policy and Procedures manual because of lot of items need to be written again. We need Policy and Procedures that address the addition of email, internet and the website. And we are reviewing policies to make sure they are appropriate and appropriately enforced and what changes need to be made.

I also think we can do more to include diversity as part of a value that's woven into our activities, not just a stand alone program.

But a lot of this is just icing on the cake, no major changes. I have no desire to shake up the association.

PR- What about the NCASF AA budget? What are we going

to do with all that money?

Rose Mary: Well now let's clarify. Actually, NCASFAA has in reserve enough funds to support the association for a one year. And that is good practice to have one year of operating expenses in reserve. This is in case we had a disaster, like something happening to our conference site, or if something happened to vendor support. But the purpose is to insure the association could be self supported for one year.

But it is also important that we do not build such a large reserve that it begins to take away from the members. And we need to strike a balance between building reserves and giving back to the people that made it possible. Like last year, I think Wanda White did a really good job of making the most of what we have. Making sure that the money spent benefited members and I think we need to build on that foundation. What I don't want to do it to spend it on a small number of people leaving the majority of the membership missing out.

That's why at the fall conference NCASFAA is providing lunch on Tuesday. There's an expense that the majority of the membership can participate in and keeps them from spending money out of their own pocket.

PR- So other than the free lunch on Tuesday, why else should I attend the fall conference?

Rose Mary- Oh, there are all kinds of reasons. We are preparing a great fall conference. Some of are concurrent sessions will be from the NASFAA training materials and in fact a lot of the conference will be geared toward the intermediate aid officer. It seems that the majority of the membership fall within that 4-7 year period, so we want to have plenty of topics and training for those members. Sometimes we forget what are the Institutional Requirements, and what may be hidden on this IRS tax form, Professional Judgment and does it matter with the Federal methodology. We also having someone coming to coach us on how to do effective presentations as we are gear up for another season of high school workshops.

In fact, we are offering 25 different concurrent sessions.

We will also have preconference opportunities for ELM, OpenNet, Mapping Your Future, and Powerfaids. So those individuals can get together on Monday morning and get with

Spotlight, Cont.

other users and share information.

June Cline is coming and she hasn't spoken to our association in years, so it's really good to have her back. The opening session that she will do is going to be an interactive one that we get to participate in. I'm really excited about the opening session. I think it will be one to remember.

And it's at the Grove Park Inn. It should be one of the best conferences ever.

PR- Let's talk about a popular subject, the lottery. Should we have a lottery and if so would the money ever get to education?

Rose Mary: I think the people should decide so I would like to see it go up for a vote. And the only reason I say that is because I don't think this current group of legislators is doing a very good job representing the interests of anyone at this point.

We you have a governor submit a budget that includes revenue from a lottery that doesn't exist, you really have to start wondering what's going on.

I do not care on a personal level if we have a lottery. When I lived in Pennsylvania I did not play the lottery there, so I suspect that I wouldn't play one in North Carolina either.

I sure don't think that revenue from the lottery would be used for all the things they promise. If we get a lottery, the state will transfer the funding of certain programs to the lottery and I don't think we would see any serious commitment to secondary elementary and beyond. So in that case, why have a lottery.

PR- So who are all these lovely pictures of?

Rose Mary: These are my three boys, Peter who is 15 and a sophomore in High School, Kirk is 13 and in the 8th grade, and Trevor will be 12 and is going in the 6th. They reached the point where two of them are taller than me.

The other pictures are of the summer workshops I did for SASFAA and lots of my financial aid friends, Bill Cox , Ginger Klock and Bridget Ellis, over here I have pictures of Mike O'Grady and family and friends from SASFAA.

PR- Thank you for your time Rose Mary and I'll see you at the fall conference.



All of us were affected by the tragic events of September 11, 2001. We look back at how our lives have changed and the impact those events have had on our day-to-day life.

From the mountains of Western North Carolina to the shores of the Atlantic Ocean, our members took time out from their busy schedules to reflect on what changed and what will remain the same today and into the future.

How We Remembered...

North Carolina Central University honored alumnus Harry Glenn, '83, by planting a tree in his memory. Mr. Glenn worked on the 97th floor of World Trade Center One. Faculty, staff and students met in the Hoey Administration Circle to remember.

Students, Faculty and staff at Meredith College, Lees-McRae College and Mitchell Community College all observed moments of silence at 8:46 a.m., the time of the first plane attack.

The college communities of ECPI in Greensboro, Forsyth Technical Community College, Central Carolina Community College, East Carolina University and Richmond Community College all remembered the events in song and fellowship.

Students from Carteret Community College participated a statewide canned food drive organized by the NC Community College Comprehensive Student Government Association.

High Point University welcomed all members of the community to a luncheon honoring those who served continue to serve the community. High point University SGA planted 4000 daffodils in memory of the victims of September 11th.

Blood drives were organized on the campuses of Wake Forest University and Lees-McRae College.

Audrey Callahan of Educaid/Wachovia reflected on the events of that September morning by recounting her travels on September 11th, 2001 and the feelings of communal spirit that strangers and friends alike all across the country.

Thanks to everyone who took time to share.

Agency Liaison Update, by Elizabeth V. McDuffie, Liaison

State Grant Totals

The preliminary end-of-year figures for the three centrally-administered state grant programs indicate that approximately 30,400 students received \$23,528,375 in assistance from the state programs. Below is the breakdown for each grant program.

	Number of Students	Total \$ Awarded	Average Award
Community College Grant	8536	\$5,832,504	\$683
NC SIG	4820	\$2,839,046	\$589
UNC need-Based Grant	17406	\$14,856,826	\$872

Despite the tight budget of the state, it appears the Legislature will increase the amount of grant aid available to students in North Carolina, which is crucial to keeping higher education accessible with tuition increases of 8% for in-state residents.

Summer Internship

The summer internship for counselors will return for the summer 2003. This program is sponsored by SEAA and enables school counselors to work from 3-6 weeks in a financial aid office in the state. The counselors are paid for their work and are eager to learn about financial aid from the campus aid office perspective. Any financial aid offices interested in serving as a host institution should contact Robbie Schultz at SEAA. He can be reached at 919-248-4686 or robbie@ncseaa.edu.

CFNC Update

College Foundation of North Carolina's first year of operation as a full-service website offering admissions, career and financial aid information concluded in June with over 100,000 participants setting up accounts and over 25,000 admissions applications submitted via CFNC. We anticipate the admissions applications will jump considerably in this second year of operation as more students and school counselors become familiar with CFNC's features. A new counselor module debuted in August and enables counselors to check on their students' applications electronically. In addition, a test prep feature is now available on CFNC and allows students to practice questions in preparation for the SAT and ACT. By the end of September, a Spanish translation of the website will be launched enabling our state's growing Latino population to access college information. What milestones for the first year....and more enhancements are planned for the coming year!

It's the Little Things That Matter: Tips on Improving Office Work Flow by Sara Perry, TG

The clock is ticking, the flow of paperwork is increasing, and the buzz on campus intensifies as everyone prepares for the coming semester.

You probably remind yourself you've been through it before. And now you're going through it—again. Even though your team seems to prepare well every year, there are always those “tiny things” that seem to slip through the cracks..

Do yourself and your team a favor—share this brief article with them. It never hurts to brush up on helpful information to keep the process churning along.

Be considerate of your colleagues

With a high level of traffic in the office, time becomes a premium. Be considerate of your colleagues' appointments and meetings. If you need to ask a busy coworker a question, think of ways of communicating rather than interrupting an exchange with a customer. A quick e-mail message, written note, or voicemail message saves you from interrupting others. Remember to pay attention to body language and non-verbal expressions. You can always get a quick clue on whether your request is welcome at that moment.

Establish a game plan

Chances are most of the interactions with your customers will be routine and easy to handle. However, there are always those exceptions. Identify one team member to serve as “ombudsman.” This individual should know the industry and your processes well. He or she should be willing to handle more complicated tasks. Give your ombudsman a separate area to work, away from the view of others, and give that person leeway to get their tasks done. This person should not be bothered unless absolutely necessary.

Maintain a professional image

Inevitably you may find the need to resolve an unpleasant situation with a co-worker. The nature of a high-paced environment and the increasing demand for your office's resources make this very possible. Remember that when you are in line of sight or sound of your customers, they are watching every move and listening to every word. For the time being, you are “on stage.” Keep complicated exchanges to a minimum. Save your issues for a time when you and your co-worker can hold a discussion in a closed office, or even better, away from the building. Don't holler or shuffle around too quickly. It will make you and your office look inefficient and unprofessional.

Remember phone etiquette

Pause a moment before you answer a phone call. Smile and focus as you pick up your receiver. People can pick up on

your attitude when you answer a call. Greet the caller enthusiastically, introduce yourself, and offer your assistance. Take notes. If you must transfer the call, give the caller instructions on how to call back if the line is disconnected. When you transfer the call, share the caller's identification, situation, and needs with the person who answers the transfer. Nothing frustrates a caller more than having to repeat the same information several times.

Put yourself in your customers' shoes

One inescapable part of your work is dealing with different personalities, attitudes and behaviors. This can be the best and worst part of your job. Just as easily as you gain a sense of accomplishment in helping others that are thankful, you can become discouraged by those that grow frustrated, impatient, or angry.

Remind yourself that it is difficult to control behavior, but easier to influence it. Be sympathetic to your customers' frustrations, but recognize your professional responsibility at all times. Outline alternatives if possible, or offer to provide extended counseling when you become available.

Above all else, remember not to take unpleasant exchanges personally. One of the greatest challenges of every financial aid professional is to provide limited resources to a seemingly unlimited population. Your mission is to do it responsibly and as efficiently as possible.

Keep your life in perspective

When all is said and done, remember that life will go on. Students will attend their classes, faculty will teach, and your team will add to its chest of war stories. True, this is only another small step in the life experience of financial aid for many students—but it is an important one.

After the rush has diminished for the moment, take an opportunity to thank your colleagues, sort your materials, and prepare for tomorrow.

Get more helpful ideas

If you're up for more great ideas, get a copy of *TG Connection* titled “Splashy Strategies: 10 things you can do this summer to prepare for fall and beyond.” The issue is full of ideas for office enhancements, including thoughts on organizing, communicating, and training.

Sarah Perry is a National Account Representative with TG serving schools in North Carolina.. You can reach Sarah at (800) 252-9743, ext. 2502, or by e-mail at sarah.perry@tgslc.org. Additional information about TG can be found online at www.tgslc.org.

Federal Update by David Bartnicki, US DOE

Federal Registers

8/8/2002 - NPRM Title IV Program Issues (Please note that these are PROPOSED regulations and are subject to change when final regulations are posted by November 1, 2002) - COMMENTS are due by 10/7/2002

- Clarify Change in Ownership issues and expand definition of family
- Eliminate 12-hour rule and replace with one day rule
- Amend payment periods for nonterm credit and clock hour programs to include the completion of weeks as well as clock or credit hours and addresses when a student withdraws from one of these programs within or after 180 days
- Clarifies incentive compensation by providing 12 "safe" payment examples
- An institution is determined to be "required to take attendance" only if an outside entity requires the school to take attendance
- Allow multiple LOAs but can't exceed 180 days in a 12-month period
- Student remains eligible if Perkins or Title IV grant overpayment is less than \$25
- Eliminate 12 month expiration rule for ATB tests
- Late disbursement timeframe expanded to 120 days
- Eliminate requirement that school confirm receipt of electronic notice sent to student for crediting loan funds to student account
- Unearned funds must be returned within 30 days from date of determination except that if a check is used to return funds, the check must be received no later than 45 days
- No LOC is required for late refunds if the LOC would be less than \$5000 AND the school has cash reserves of \$5000
- Expand student services definition and broaden FWS jobs for proprietary school students
- Remove requirement that financial aid be awarded in a specific order for GEAR UP students

8/6/2002 - NPRM Title IV Loan Issues (Please note that these are PROPOSED regulations and are subject to change when final regulations are posted by November 1, 2002)- COMMENTS are due by 10/7/2002

- Exclude from rehabilitation defaulted loans on which a judgment has been obtained
- Requires proper electronic storage of electronically signed P-Notes
- Change monthly payments used to determine economic hardship
- School must ensure, but does not actually have to provide, entrance and exit loan counseling
- May not link separate, stand-alone programs to allow students to be eligible for higher annual loan limits
- Simplify unemployment deferment process
- Discharge of consolidated loans in certain circumstances
- Allows for a Perkins MPN and increases Perkins write-off amount
- Requires transfer of funds to Department when school leaves Perkins
- Coordinate monthly Perkins payments with other schools only at request of student
- Copy of Perkins P-Note provided at exit counseling only upon borrower's request
- School has the option of assessing late charges in the Perkins Program
- Clarifies Perkins credit bureau reporting requirements
- Revises Perkins litigation review/threshold
- Optional for the Secretary to require a school to reimburse the Perkins fund if the assigned loan is unenforceable due to school error
- Revises eligible lender definition and amends repayment requirements for FFEL
- Allows FFEL lender ability to grant a discretionary forbearance without written agreement for natural disasters or emergencies
- State Guaranty agencies that have not assigned to other guaranty agencies loans affected by bankruptcy are not required to file proof of claim on loans due to sovereign immunity
- Guaranty agencies have 90 days for disability claim determinations
- Revised what is included in Direct Loan default rate calculation
- New expiration date for Direct Loan MPNs processed after 7/1/2003

4/19/2002 - Ability-to-Benefit Tests

TABE Forms 5 & 6 Level A no longer eligible and new passing scores effective 6/18/02.

Dear Colleague Letters

Campus-Based

CB-02-14 - 2001-2002 FISAP Report Instruction Booklet

CB-02-08 - New Total and Permanent Disability Discharge Procedures for Title IV Loans - Effective July 1, 2002

CB-02-05 - Revised Procedures for Assigning Perkins Loans

General Provisions

GEN-02-06 - Expiration of the current statutory exceptions to certain loan disbursement rules for low-default rate schools.

GEN-02-04 - New Total and Permanent Disability Discharge Procedures for Title IV Loans - Effective July 1, 2002

GEN-02-02 - 2002-2003 ISIR Guide

GEN-02-01 - Changes to 2002-2003 Application Processing System

Annual

ANN-02-05 - October 24, 2002, FSA Satellite Videoconference, Application Processing for 2003-2004

Electronic Announcements

9/11/02 - 2002 Electronic Access Conference(s)

9/9/02 - FY 2000 Official Cohort Default Rate Notification Letters Mailed to Schools

9/01/02 - New School Portals Website - fsa4schools.ed.gov

8/20/02 - Campus Crime Data Due by October 14, 2002

8/19/02 - 2002-2003 Student Guide Correction, PLUS Loans and the FAFSA

8/9/02 - SAIG Network Password Expiration Reminder

7/17/02 - Updated "Sources of Assistance for Schools" reference guide (sfadownload.ed.gov)

7/10/02 - Campus-Based non-matching waiver for Title III/V eligible institutions during the 2002-2003 school year

6/24/02 - Suspension of Arthur Anderson

4/9/02 - Enhancements to FAA Online, enter, transmit, view and correct CPS data, fafsa.ed.gov/FAA/faa.htm

FSA University has enhanced their training and registration website. Individuals will now need to develop a user ID and password in order to register for Department training. Please take the time to become familiar with these changes by exploring the website and reading the registration user guide.

Case Team Notes

- Please make sure that your school is inputting Transfer Students into the new NSLDS Transfer Monitoring system - this is a REQUIREMENT!
- In an effort to maintain program integrity within the FSA programs, the Government Accounting Office (GAO) is currently working with case management teams to identify and analyze schools that have a high percentage of dependency overrides. The national average for dependency overrides is only 2.8%.
- Unfortunately, Laura Hall has moved back to Direct Loan School Relations. However, Laura is still able to provide assistance on Title IV systems (i.e. EDExpress). She can be reached at 404-562-6265 or laura.hall@ed.gov.
- John Frohlicher, Senior Eligibility Specialist, will be retiring from the Atlanta Case Management Team at the end of December. John can be reached at 202-377-4219 or john.frohlicher@ed.gov.
- Remember that you have a Point-of-Contact (POC) responsible for working with your school on the Atlanta Case Team. If you do not know your POC, please call our main number at 404-562-6316.



Movers and Shakers

Wedding bells have been ringing for many of our members in recent months. Congratulations to the following:

Carol Daniel at Cape Fear Community College is now Carol Campfield. Also at CFCC, Kristin Barnes has become Kristin Phelps.

Lori Young of Peace College married Robert Meeker of College Foundation on August 3.

Leo Theriault of Key Education Resources wed Shelly Muhl at a ceremony in Las Vegas, NV.

In April, Jackie Carter of UNC Chapel Hill became Mrs. Eric Copeland. The couple share one daughter, 2 1/2, and have another daughter on the way and due Jan. 3.

Job changes among our membership include the following:

Shawn Henderson joined the Financial Aid office of Peace College in July. Amy Butts, Financial Aid Director at Peace College, resigned to assume a 4th grade teaching position in Harnett County. Angela Kirkley, formerly of the Business Office at Peace College, has assumed the position of Financial Aid Director.

Kimberly Driggers graduated from St. Andrews Presbyterian College in May and has since been promoted to Assistant Director of Student Financial Planning.

Academic Management Services welcomes Darlene Parker Johnson as Account Manager for the Southeast Sales Team.

Calendar of Events

NCASFAA Events

NCASFAA Fall Conference November 4-6, 2002 Grove Park Inn Asheville, NC
NCASFAA Board Meeting, Feb. 3, 2002, High Point University
NCASFAA Board Meeting, April 13, 2002, Wilmington, NC
NCASFAA Spring Conference April 14-16, 2003 Hilton Riverside, Wilmington, NC
NCASFAA Fall Conference, Embassy Suites, Greensboro, NC
NCASFAA Spring Conference, Holiday Inn Sunspree, Wrightsville Beach, NC

SASFAA Events

SASFAA Board Meeting, Nov. 8-10, 2002, Nashville, TN
2003 SASFAA Conference February 23-26, Adams Mark Hotel, Jacksonville, FL
2003 SASFAA NAO Workshop June 15-20, Furman University, Greenville, SC
2004 SASFAA Conference February 15-18, Sheraton, Birmingham, AL

NASFAA Events

DOE Electronic Access Conference November 4-7, 2002, Orlando, FL
2003 NASFAA Leadership Conference, March 2-4, Washington, DC
2003 NASFAA Conference July 9-12, Salt Lake City, UT
2004 NASFAA Conference July 18-21, Minneapolis, MN
2005 NASFAA Conference July 3-6, New York, NY
2006 NASFAA Conference July 5-8, Seattle, WA
2007 NASFAA Conference July 8-11, Washington, DC

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Class of 2006

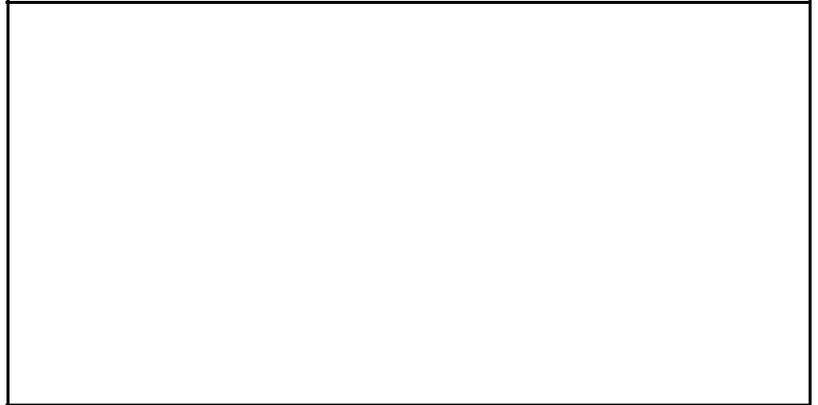
The people who are starting college this fall across the nation were born in 1984.
They have no meaningful recollection of the Reagan Era and probably did not know he had ever been shot.
They were prepubescent when the Persian Gulf War was waged.
Black Monday, 1987 is as significant to them as the Great Depression.
There has been only one Pope.
They were 11 when the Soviet Union broke apart and do not remember the Cold War.
They are too young to remember the space shuttle blowing up.
Tianamen Square means nothing to them.
Bottle caps have always been screw off and plastic.
Atari predates them, as do vinyl albums.
The expression "You sound like a broken record" means nothing to them.
They have never owned a record player.
They have likely never played Pac Man and have never heard of Pong.
They may have never heard of an 8 track.
The Compact Disc was introduced when they were 1 year old.
As far as they know, stamps have always cost about 34 cents.
They have always had an answering machine.
Most have never seen a TV set with only 13 channels, nor have they seen a black and white TV.
They have always had cable.
There have always been VCRs, but they have no idea what BETA was.
They can't fathom not having a remote control.
They don't know what a cloth baby diaper is, or know about the "Help me, I've fallen and I can't get up" commercial.

Feeling old Yet? There's more:

They were born the year that Walkman were introduced by Sony.
Roller skating has always meant inline for them.
Jay Leno has always been on the Tonight Show.
They have no idea when or why Jordache jeans were cool.
Popcorn has always been cooked in the microwave.
They have never seen Larry Bird play.
They never took a swim and thought about Jaws.
The Vietnam War is as ancient history to them as WWI, WWII and the Civil War.
They have no idea that Americans were ever held hostage in Iran.
They can't imagine what hard contact lenses are.
They don't know who Mork was or where he was from.
They never heard: "Where's the beef?", "I'd walk a mile for a Camel," or "De plane, de plane!".
They do not care who shot J.R. and have no idea who J.R. was.
The Titanic was found? They thought we always knew.
Kansas, Chicago, Boston, America, and Alabama are places, not rock bands.
McDonalds never came in styrofoam containers.
There has always been MTV.
They don't have a clue how to use a typewriter.



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