



SPRING 2002

The Newsletter for Financial Aid Administrators in North Carolina

FAFSA DAY A SUCCESS !

Elizabeth V. McDuffie
North Carolina State Education Assistance Authority

Over 950 students and their families came to FAFSA day for assistance in filing their FAFSAs on February 9th. With 250 volunteers, including financial aid professionals, school counselors, college students, and other college personnel, we were successful in helping students file their forms online accompanied by some quick counseling and encouragement for families who discovered that their EFC was higher than expected (isn't everyone's?). Kudos to Robbie Schultz at NCSEAA for undertaking the massive task of organizing the statewide event; to all the site coordinators for ensuring the success at their locations; and to the volunteers who worked busily through the morning to help each family through file their FAFSA. It was a great team effort to assist so many students.



Next year's FAFSA day will be on Saturday, February 15, and in the next few months, we will be asking for colleges to volunteer to serve as host sites. We plan to distribute fliers to students through the CACRAO post-secondary education opportunities events (otherwise known as college days/fairs), therefore our sites must be chosen well in advance of February. Send Robbie an email at robbie@ncseaa.edu if you would like to host the event on your campus or if you have questions about what hosting FAFSA day entails. We may be calling YOU if we don't have enough volunteers!

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Need For 'Checks and Balances' Revealed

NASFAA partners with Dr. Stephen Collins to fill vital gap in auditor training

Washington, D.C. (March 25, 2002) – Would you hire a lawyer who didn't go to law school? Or a doctor who didn't go to medical school? Definitely not. Yet many colleges and universities routinely hire auditors who have no training on the Title IV financial aid programs.

Auditors must understand the nuances of the financial aid programs *and* how technology is used in the financial aid office in order to conduct effective and accurate audits. Yet many auditors do not receive adequate training and often arrive at the financial aid office unprepared.

"The auditors are not trained very well at all," said Nancy Hoover, Director of Financial Aid at Denison University in Granville, Ohio. "We spend too much time going over the basics of financial aid. The manuals that the auditors use do not seem to be updated frequently and we have to remind them that certain regulations are no longer applicable."

Dr. William A. Irwin, Director of Student Financial Aid at Lock Haven University of Pennsylvania, said, "Often they are relatively 'new' auditors and have very limited knowledge of financial aid. I spend a lot of time explaining the programs, the requirements, and acceptable variances to them. They should be better prepared before they get here."

Laurie Neil, Director of Student Financial Aid at Central Oregon Community College, noted, "My concern is, if we are teaching relatively new auditors what to look for, how can they help us? They sure aren't going to uncover any fine points if we are just teaching them the basics."

To address this growing concern of financial aid administrators across the country, the National Association of Student Financial Aid Administrators (NASFAA) has partnered with Dr. Stephen Collins of Student Financial Aid Audit Seminars. Since 1982, Collins has taught *Audits of Federal Student Financial Aid Programs*, a two-day CPE seminar for auditors that provides a review of key regulatory topics and procedural requirements. "I am excited about my relationship with NASFAA," said Collins. "They are the financial aid experts who know what it takes to administer the programs properly. Together, we can expand the information that we make available to our participants and train many more auditors in the process."

The expanded program is three days long and includes a full day on *Auditing Electronic Financial Aid Systems*. Seminar locations and dates include:

- Chicago, May 13-15
- Atlanta, May 20-22
- Kansas City, MO, Oct. 14-16

The cost to attend all three days is \$825 and is recommended for 24 CPE credits (8 CPE credits per day). For more information, including daily rates, discounts, and hotel information visit www.NASFAA.org/auditors.asp or contact Judy Schneider at 202-785-0453 ext.144 or schneiderj@nasfaa.org.

GET INVOLVED!!

By the time you read this, the “deadline” to volunteer for a 2002-03 NCASFAA Committee will have passed. But, like most things in financial aid, that “deadline” is flexible. There is still time to say “I want to help.” So, please email your name, contact information (voice #, fax#, email, mailing address) and a list of your interests to Rose Mary Stelma at stelmar@mail.ecu.edu. Remember, you don’t have to be an “expert” at anything – you just need to say you want to serve.

Suggestions, Comments, Ideas...

The State and High School Relations Committee would like to plan for 2002-2003. If you would like see ways in which the committee can improve, please call Amy Butts at 1-800-PEACE-47 or email abutts@peace.edu. NCASFAA depends on the help and support of the high school guidance counselors. We want to make sure we are reaching out to our colleagues in the best possible way. If you have suggestions, comments, and ideas, please feel free to share them. Thanks for your help!!

Spring Cleaning—North Carolina Grant funds

Elizabeth McDuffie
North Carolina State Education Assistance Authority

It’s spring cleaning time....Are there stale grant checks in the burser’s office that need to be returned to College Foundation? Are there grant funds “gathering dust” in an EFT account for students who are no longer enrolled? Now is the time to return those unused funds to CFI to ensure proper accounting for the NCSIG and UNC grant programs.

Ask the burser’s office if any student checks have not been picked up. If the student is still eligible, please remind him to pick up his check. The funds should be disbursed to the student before the end of the spring semester.

After the close of the spring term and before June 15, please return any unclaimed grant checks or undisbursed electronically transmitted grant funds to CFI for reconciliation prior to the close of the fiscal year.

MOVERS and SHAKERS

- Mr. F. Jack Henderson, III, Vice President of Brookstone College of Business was recently selected as the Chair-Elect of the Accrediting Council of Independent Colleges and Schools (ACICS)

headquartered in Washington, DC. Mr. Henderson will serve as the Chair-Elect for 2002 and assume the duties as Chair of ACICS in 2003.

ACICS accredits approximately 650 institutions in this country and abroad, which last year enrolled over 350,000 students. It is an independent, national, institutional accrediting agency recognized by the U.S. Secretary of Education and the Council for Higher Education Accreditation (CHEA). ACICS's evaluation and accreditation activities are directed to postsecondary institutions offering non-degree programs and degree programs through the master's degree level that are designed to train and educate persons for careers or professions where business applications, business concepts, supervisory or management techniques, or professional or business-related applications or disciplines support or constitute the career or professional activity.

- Barbara Goodman, formerly with UNCG, became Assistant Director of Financial Aid at GTCC in December 2001
- Kim Bradshaw is now the Financial Aid Officer at Carolinas College of Health Sciences.

2002 Spring Conference

Great weather, great food, and some really great sessions, you can't ask for more. This is what conference attendees experienced at the 2002 Spring Conference in Atlantic Beach. "Rules, Regs., and Reauthorization ... Jamaican Me Crazy", got off to a great start with our guest speaker, Dr. Lonise Bias. Dr. Bias captivated our audience and kept us in our seats the entire time after the opening luncheon. We were also fortunate to have some really great sessions given by various NCASF AA members from all over the state representing all types of schools. David Bartnicki, with the Department of Education, was kind enough to leave the South Carolina Conference that was going on at the same time and come to us and do two of our concurrent sessions as well as the Federal Update. The evaluations that have been reviewed are overwhelming positive and with constructive comments. I would like to thank all of those that attended the conference and for all of the feedback I have received from various individuals. I would also like to thank my program committee members for all their hard work this past year.

Audrey Callahan, 2002 Spring Conference Chair





COME TO THE GROVE PARK INN!

Training is critical to our success as financial aid administrators. To that end, I make a commitment to you that “training, training, training” will be the mantra at the Fall 2002 conference. That is my promise to you.

Caron Surrett (Fall 2002 Conference Chair) has already started to work on some ideas for the conference. Please send us your ideas for concurrent sessions. Caron can be reached at caron@brevard.edu. I'm at stelmar@mail.ecu.edu.

Speaking of the Fall 2002 TRAINING conference – meet your friends and colleagues at the Grove Park Inn, November 4-6, 2002. It's the place to be!

Some of you are now saying “with the current budget situation, it's going to be hard for me to get there.” You're right - it is sometimes difficult to dollars to travel when your budget is being cut. Your boss might

think that you don't need to attend a conference at a nice location. After all, we're "only" the financial aid folks.

If we aren't trained properly, we cannot do our job. If we don't understand the impact that "other financial resources" has on Title IV campus-based funds, we could be in serious trouble with our friends from the Department of Education. If we don't know about student eligibility requirements, we could award financial aid to students who aren't eligible. If we don't know about program eligibility, we could be operating outside our "Program Participation Agreement." And then, our boss will wish he/she had encouraged us to attend some training workshops!

You're probably all familiar with those TV ads . . . "Purchasing NASFAA Training Materials - \$45" – "Attending a training workshop - \$450*" – "Having your boss compliment you on a clean audit – priceless!"

ExitExpress—Making your job easier!

Elizabeth V. McDuffie
North Carolina State Education Assistance Authority

The North Carolina State Education Assistance Authority (NCSEAA) recently began using Mapping Your Future (MYF) ExitExpress to download information for students who complete the exit interview requirement on the MYF Web site. This new feature enables your students to complete the exit interview online and College



Foundation (CFI), on behalf of NCSEAA, will download and flag records that are successfully retrieved. The obvious benefit to schools is that FAAs will no longer have to forward students' exit interview forms to CFI. You can even disclose your students' average indebtedness during the exit interview by customizing a page for your school!

ExitExpress provides a built-in feature allowing students to look up their guarantors using the National Student Clearinghouse, so it is easy for students to get the information they need to complete the interview requirement without leaving the Mapping Your Future Web site.

Financial aid administrators may download reports or individual confirmations that indicate which records were retrieved by the guaranty agency and which records were rejected due to an incorrect social security number or incorrect guaranty agency. Now, you can focus on providing exit interview information to the students who did not complete the process through MYF, confident that your responsibility to forward information to the guaranty agency has been met.

All NCSEAA records are retrieved—the school does not need to notify CFI or NCSEAA in order to participate. If you prefer to send paper or electronic confirmations to CFI as you have in the past, you may still do so (CFI will already have the information from the downloaded files). But if you are looking to streamline your process or reduce your postage expenses, consider enrolling in the MYF online exit counseling. You can even get free postcards to send to your students informing them of how to complete the online counseling session!

To learn more about the ExitExpress service and the reports available, visit the Mapping Your Future web site at www.mapping-your-future.org and click on the financial aid professionals' tab. If you have questions, please contact Elizabeth McDuffie, mcduffie@ncseaa.edu or 919-248-4673.

Mapping your Future is a public service Web site providing information on career planning, college selection, and financial aid. The Web site is a cooperative public service project of a group of 35 guaranty agencies that participate in the Federal Family Education Loan Program (FFELP) and are committed to providing information about higher education and career opportunities.

A WORD FROM OUR PRESIDENT...

It has truly been a pleasure to serve NCASF AA as State President during the past year. Serving the NCASF AA, as President has been an exciting, motivating and rewarding experience for me. I would like to thank our Conference Committee and Chairpersons, Audrey Callahan and Philip Roof for a job well done. Our Spring Conference, which was held at the Sheraton Atlantic Beach Oceanfront Hotel in Atlantic Beach, NC was a great success. Audrey Callahan and the Spring Program Committee provided a fun, festive and educational conference utilizing the conference theme ***“Rules, Regs, Reauthorization - Jamaican Me Crazy.”***

During this past year, I have had the opportunity to work with an Executive Board that has shown their commitment to the Association through hard work and dedication. I encourage each of you to become actively involved by serving the Association through the various committees and training opportunities. The impact of what you do as financial aid administrators is invaluable to your institutions and communities.

Your role as a financial aid administrator is instrumental in helping students to obtain good jobs and a better quality of life. In addition, your daily decisions and transactions impact both individuals and communities. Each of you are a valuable resource in the educational community. I congratulate each of you for your hard work in the financial aid professional and hope you will continue to serve NCASF AA in some small way. Best of Luck to each of you during the upcoming year!



SASFAA 2002: Definitely on the Right Track!!!

There were a total of 699 conferees in attendance at “**SASFAA 2002: Keeping You on the Right Track**”. A review of the conference evaluations reveals that the conference was a huge success, and met the expectations of the attendees.

Our speaker for the opening session was Dr. Robert C. Khayat, Chancellor of the University of Mississippi. Dr. Khayat gave an excellent presentation on the aid administrator’s role in ensuring access to education for all students. He stated that financial aid administrators open doors for students and contribute to their successes in life. He challenged us to continue to find ways to educate students through our profession, and he reminded us that our reward is the success of our students.

Our Monday morning keynote speaker was Mauricio Velasquez, President of The Diversity Training Group. He did an outstanding presentation on diversity, and what we know, what we don’t know and what we don’t know that we don’t know. It sounds confusing, but by the end of the presentation, we all knew what we did not know.

On Tuesday morning, Jeff Baker, Director of Program Development Division with the U.S. Department of Education, provided us with the federal update. As always, it was very informative and worthwhile.

During the banquet, we were pleased to have our own Cruzita (Crusie) Lucero, NASFAA National Chair address the attendees. Crusie informed us about what was going on at NASFAA, and presented the NASFAA Leadership Award to Susan Little, Director of Financial Aid at the University of Georgia. Also, SASFAA presented several awards and honors during the banquet. SASFAA presented Lifetime Memberships to Ray Tripp, former Director of Financial Aid at the University of Georgia, and John Banister from South Carolina. Also, SASFAA presented Distinguished Service Awards to Susan Little, from the University of Georgia and Carol Mowbray, from Northern Virginia Community College. SASFAA election results were announced during the banquet, and the following individuals were elected by the membership:

Ron Day, Birmingham-Southern College – SASFAA President-Elect
Ellen Green, Charleston Southern University – SASFAA Vice-President
Dee Talley, University of Alabama at Birmingham – SASFAA Secretary

SASFAA’s community service project this year was the Kentucky Harvest, an organization that feeds the hungry in the community through food donations from many sources. SASFAA raised \$1,117.00, and presented this donation to Kentucky Harvest to assist them in their efforts to feed the hungry.

The main focus of the conference is to always provide excellent training to its members, and this was certainly accomplished with the variety of concurrent sessions offered in different tracks: New Aid Officer’s Track, Technology Track, Management Track, and Professional Development Track. I would like to thank the Department of Education and all our SASFAA colleagues for their willingness to serve as presenters at the conference.

Thanks are in order to each of you for your part in making the conference a huge success. Everyone dressed in his or her school or organization colors for our school pride day. We had a record number of individuals

to attend bingo, and many prizes were distributed. The computer lab was offered again this year, and many took advantage of its availability.

If you were unable to attend the SASFAA conference, but would like information about various presentations that were offered, you can access this information on SASFAA's website (www.sasfaa.org) under Conference 2002. The presentations are available to view and/or download. Thanks to all the presenters for providing this information to be placed on the website.

Finally, I would like to thank the conference committee members, the local arrangements chair, and the local arrangements committee for all of their hard work and dedication to ensure that the conference was a success.

Have a great spring and thanks again for helping to make **SASFAA 2002: Keeping You on the Right Track** a roaring success!

Lisa Tumer
2002 Conference Chair



USA Funds extends zero guarantee fee for federal education loans

Submitted by: USA Funds Services, 866-497-USAF (866-497-8723), option 2.

USA Funds® announces the extension of a practice that has saved student- and parent-loan borrowers more than \$186 million over the last three years. The guarantor will continue to waive the 1-percent guarantee fee to parents and students borrowing under the Federal Family Education Loan Program (FFELP).

During the next year, the zero guarantee fee is projected to save USA Funds' borrowers nearly \$74 million.

The zero guarantee fee applies to all Federal Stafford and Federal PLUS loans guaranteed by USA Funds on or after May 1, 1999, for students, or for parents of undergraduates, attending any academic institution that participates in the FFELP.

Federal law allows guarantors to collect up to 1 percent as an insurance premium from each education loan that they guarantee. Guarantee fees are used to pay lenders in case of loan defaults and to support the guarantor's default-prevention efforts.

Because USA Funds will not deduct a guarantee fee from a borrower's loan amount, parent- and student-loan borrowers will have more money to pay education expenses.

USA Funds will offer this benefit to borrowers as long as favorable conditions exist and it is financially feasible to do so.

Improve Job Satisfaction In Your Office: Take Advantage of Free Learning Opportunities

By Sarah Perry, Texas Guaranteed (TG)

Every financial aid professional knows that finding the time to learn during the workday can be a challenging task. Between student consultations, administrative appointments, document reviews, and other tasks, few of us have the time to develop any structured learning experiences for our staff. Add to that the cost of hiring trainers, and too often training must take a back seat to other priorities.

Yet, more and more employers are finding that neglecting the learning needs of their employees can have a negative impact. A study conducted recently by the Hay Group, a professional services firm that helps organizations worldwide get the most from their people, revealed that one of the best ways to retain talented people is to provide them with high-quality education, training, and career development opportunities.

FFELP Industry and Professional Development Training-At No Cost

Through the TG Speakers Bureau, you can take advantage of FFELP expertise at no cost to you or your institution. Members of the bureau have several years of experience in the FFELP industry, and all trainers are known for their expertise in various financial aid issues. Several bureau members occupy leadership positions on national industry teams. In addition, trainers possess proficiency in areas not specific to financial aid-topics such as effective work habits, communication, and teamwork.

TG's corporate web site has recently added a section that offers a catalog of topics. From the main page (www.tgslc.org/tgslc/speakers/index.htm), you can select from over 40 topics in four main categories:

- Industry Basics (topics relating to financial aid)
- Useful Tools (topics relating to Default Aversion, Developing Effective Processes, and Online Resources)
- Future Focus (topics relating to Trends and Projections as well as Industry Updates and Initiatives)
- Professional Development (topics relating to Building and Managing Teams, Communication, Effective Work Habits, Leadership, Personal Empowerment, and Student Programs)

Requesting a Speaker

To take advantage of this training opportunity, use the online form (www.tgslc.org/tgslc/speakers/speaker_request.cfm) to request an expert for your upcoming conference, seminar, or training event. The form lets you select from a list of standard topics. In addition, you can request that TG develop an original presentation to fit your individual needs.

Either way, each time you request a speaker, you'll benefit from an experienced and knowledgeable team member offering a customized presentation scaled to meet your audience's size and needs.

Questions and More Information

For questions or to find out more about the TG Speakers Bureau, contact Darron Grussendorf at (800) 252-9743, ext. 4650 or send an e-mail message to darron.grussendorf@tgslc.org.

SunTrust Adds TERI Loans to Further Enhance Education Loan Offerings

Richmond, Va. – SunTrust Banks, Inc. announced today that it has introduced three new private student loan products through an alliance with The Education Resources Institute (TERI) and First Marblehead Corporation.

The new loans, which will be available nationally through SunTrust Education Loans to two- and four-year schools, are the SunTrust TERI Alternative Loan for undergraduate students, the SunTrust TERI Graduate Alternative Loan for graduate and professional students, and the SunTrust TERI Continuing Education Loan for students attending school less than half-time.

According to Marke A. Thomas, Senior Vice President and SunTrust Education Loans Business Line Manager, the SunTrust TERI loans will help fill an ever-increasing gap between federal student financing resources and the cost of higher education. “At SunTrust, our goal is to offer an extensive array of education financing options. As the cost of higher education continues to rise, we understand that schools are always looking for new sources to help students meet their financial needs.” The SunTrust TERI loans allow the school to certify the amount of the loan, thus giving financial aid professionals more influence in helping students manage their overall debt.

“Adding SunTrust to our roster of lenders strengthens TERI’s presence in strategic markets nationwide,” stated Jay Niles, Senior Vice President for Business Development at First Marblehead. “Students and schools will now have even greater access to this very competitive financing tool.”

A Word from the Vice President / President Elect

It has been my pleasure to serve as your Vice-President this past year. With increased enrollments, budget short-falls and Reauthorization looming around the corner, the next few years will present us with unique challenges. Training and mentoring will continue to be an important part of what NCASF AA can offer to our membership. We are fortunate that the North Carolina State Education Assistance Authority and many of our fine lenders help underwrite the cost of much of our training sessions and materials. Many other state organizations have to charge their aid officers extra for these services.



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