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Year 22 and Still Looking Good!

Christy Miller, University of Notre Dame

Well, another College Goal Sunday day has come and gone. That breeze you felt on Monday was a collective sigh of relief from the Steering Committee as the numbers rolled in and we learned that another successful event had been held.

A huge high five to our site coordinators and volunteers who make this event work each and every year and who make it look so easy. Deb and I appreciate your hard work and your dedication to this event year after year. We also appreciate that you make us look good!

While this year, weather was a factor for many of you (see you next year Kim and we expect great numbers from Angola!), overall, Deb and I are pleased with the results. We saw a slight decrease in the number of folks who attended, but we saw an increase of just over 4% in the number of FAFSA's filed on Sunday, and since that is the goal of the day, we were a success! We also experienced an increase in our volunteer base and that was even without the Disney option.

Many of you found the time throughout the afternoon to take a few photos of your site and event – some of those pictures appear in this newsletter, many more will be shown on the College Goal Sunday website (www.collegegoalsunday.org) and others will find their



Goshen



Elkhart

way onto our CGS FaceBook page. Thanks for taking the time for photos and sharing those with us. It is the people that make this event work from volunteers to families to students, so it is great to see the good that we accomplished together on this day.

President's Perspective

The Next Chapter Has Begun

Thomas Ratliff

We had a great celebration of our heritage during our 75th Anniversary Conference and Forum this past December. It was good to see so many ISFAA members come to share in the experience. I was especially pleased that we had such a strong showing of retirees in attendance and I truly enjoyed being able to publicly recognize the numerous ISFAA Past-Presidents in attendance who effectively helped us build the association and make important impacts on student aid availability over a span of multiple decades. I want to again thank JoAnn Laugel, Julie Wonderlin, Kim Donat, Donette Levine, Richard Nash and all their teams who pulled such a successful event together. Overall, it was quite the gathering and a tremendous memory that I will cherish having been a part of for years.

Historical as the event was, it also sparked the start of our next 75 years. The bar has been set very high as we continue our proud tradition of

making a positive difference in our daily work. Yet it is a level of service we are ready to meet and exceed. There is a lot happening within the association as we persist in serving our students together this year and, hopefully, for many more years in the future. Heidi Carl, ISFAA President-Elect, has led an excellent charge in carefully reviewing and updating our association Bylaws. We will be considering those proposed changes as an association soon and voting to implement the new rules to guide our future efforts. College Goal Sunday is going strong, as it has in Indiana for over two decades, and already our spring conference is coming upon us with a useful contingency of pertinent sessions. It promises to be a very rewarding day that you should not miss. Also, the U.S. Department of Education will be holding a two-day training opportunity for us on March 8 – 9 to delve deeply into the new



Thomas Ratliff

regulations that go into effect on July 1st. This will be a very helpful time of discussion and sharing that I hope everyone in ISFAA considers attending.

The ISFAA Leadership Symposium will be held again this year. This biennial event is a perfect opportunity for financial aid professionals to become intimately familiar with the service opportunities available within ISFAA. It is intended that attendees will take this as a springboard to new levels of participation within our association, positioning them to begin pursuing leadership

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The bar has been set very high as we continue our proud tradition of making a positive difference in our daily work.

THE PRESIDENT'S PERSPECTIVE — THE NEXT CHAPTER HAS BEGUN

roles. I encourage you to take some time today to consider if you or another financial aid colleague are ready to take this step toward becoming more engaged in our efforts. Stepping up to serve as an ISFAA leader has many professional benefits, and perhaps even more rewards in personal satisfaction and fulfillment. Watch closely for the registration to open on this event, and if you are ready – dive in!

We have an amazing amount of talent within our association. Whether through leadership or demonstrated by grassroots acts of service, together we make a significant difference in the lives of college students statewide. I am humbled to serve closely with such a host of caring, committed individuals. Please keep that commitment and drive alive and well. The 2011-2012 ISFAA Volunteer Form is available on our website right

now. Complete yours today. Yes, today. There are many professional benefits to be had through ISFAA participation, but I suspect the most important benefits are the personal gains of friendships and fulfillment that are sure to come. I suspect you will be glad you stepped up and I know that ISFAA will welcome your willingness to help as an active contributing member.

SET A STUDENT'S FUTURE IN MOTION

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Celebrating Our Past, Building Our Future

What do Raggedy Ann, the gasoline pump, the rapid-fire machine gun and an Association for financial aid professionals all have in common? All were invented right here in Indiana, of course! As anyone that attended the most recent ISFAA conference can tell you, 75 years ago Indiana was the first state in the nation to create a professional organization for financial aid administrators.

This past December, 232 financial aid professionals from across the state gathered at the Indianapolis Marriott North to celebrate the 75th anniversary of the Indiana Student Financial Aid Association. Mother Nature played her part by dumping snow on Indiana the first day of the conference, which resulted in the cancellation of keynote speaker Dr. Dallas Martin. All was far



Attendees of the 75th Anniversary Evening Celebration

from lost though as most people still made it to the conference and had a wonderful time learning, sharing, and reminiscing about the first 75 years of ISFAA.

The highlight of the conference was the 75th Anniversary Dinner and Celebration. President Thomas Ratliff took the attendees on a historical tour of the association and of the evolution of financial aid in Indiana and the Nation. Earlier in the day two different panels looked at financial aid from a national perspective and then a campus perspective. The first looked at historical trends that have influenced financial aid and the second looked at financial aid issues and challenges in the 21st Century. Both panels were informa-

tive and thought provoking as many of the speakers challenged those in attendance to think about the history of financial aid and where the future of financial aid will take us.

Even though the weather threatened and some treasured friends were not able to join in the celebration, those who were at the conference had a wonderful time connecting with each other and enjoying the 75th anniversary party. While not always as huggable as Raggedy Ann, not quite as useful to basic travel needs as the gasoline pump, but definitely as quick and ready as the rapid-fire machine gun, the Indiana Student Financial Aid Association proved the usefulness of its' invention by Celebrating our Past and Building our Future!



Mark Franke and Steve Morris prepare for a panel discussion at the 75th Anniversary Conference

Executive Committee Member Focus

Christy Miller

1. Please tell Bits and Bytes about your current position at the University of Notre Dame...



My current title is *Supervisor Student Services* but this is not very descriptive of what my role actually is. My primary role is financial aid counselor; however, I also supervise our front line customer service team and student employees. My secondary responsibilities include computer

consultant for my department and webmaster for the Financial Aid, Student Employment, Alumni Club, and Student Accounts websites at Notre Dame.

2. How did you get your start in Financial Aid?

I was initially hired in to Notre Dame in a temporary position in the MBA Admissions Office. Towards the end of my assignment I was offered a permanent position in the MBA Admissions Office and at the same time was offered the Customer Service Representative position within the Office of Financial Aid. I had to choose which direction to pursue a career and I actually *chose* financial aid. I have never regretted my decision – I LOVE IT!

3. Tell us about your current role with ISFAA and being on executive committee...

In financial aid now for nearly nine years, I have had the opportunity to become very involved in ISFAA. A graduate of the 2007 ISFAA Leadership Symposium, I have served on the 2007 and 2008 ISFAA Winter Program Committee and currently serve as Treasurer of the ISFAA College Goal Sunday Steering Committee (three years and counting). I am finishing a two-year term as a

Delegate-At-Large on the ISFAA Executive Committee, where I also served as a member of the Audit & Finance and Fiscal Policy Committee. My adventure does not end there, folks! I am running (unopposed for now) on the current ballot for the executive office of Treasurer-Elect. Wow! I look like a “committee junky”!

4. You have been involved with financial aid since 2002. Do you have a memory about a student you helped that stands out in your mind that shows the good work that FA folks do?

We don’t always hear a “thanks” from the students but occasionally there are the stories that touch your heart. A particularly memorable story for me was regarding a student that needed assistance paying her spring bill during her senior year. Through a collaborative effort in our office we were able to provide the assistance she needed, she graduated with honors, and we continue to receive periodic emails (usually with pictures) from her father giving us updates on what his daughter is doing to impact the world because we were able to help make her dream come true.

5. Tell us about other leadership roles you’ve had involving financial aid...

I have been an annual volunteer for College Goal Sunday since the beginning of my career in financial aid but decided to take on the role of Site Coordinator for Elkhart about three years ago. I served on the MASFAA Corporate Support Committee in 2007 and I am currently a member of the Program Planning Committee for the 2011 MASFAA Conference in Grand Rapids, MI (October 9 through 12) – shameless plug, I know.

6. You joined ISFAA in 2004. Please share your thoughts about the organization after over six years as a member...

My experiences in ISFAA have helped me in so many ways! The most valued benefit to me is the contacts and friends I have made – having people I can call for professional insight or just to share a laugh.

7. What is your favorite thing about your profession?

I have the amazing opportunity to make dreams come true for students every day – that is what we do in financial aid!

8. Do you have a least favorite thing about your profession that you will share?

My least favorite thing about my job is reading a financial aid application for a family that pays more in federal taxes in one year than I will make in my entire lifetime! I never used to consider myself impoverished...

9. Do you have any thought or message that you would like to pass along to the other ISFAA members?

For any newcomers to the industry, I recommend attending conferences – they are very important not only for training, but for the connections you make with others in “the biz”. I would also encourage everyone to get involved in ISFAA, find a committee that you can identify with and get plugged in!



Strategies for Managing Cohort Default Rates

The new three-year cohort default rate calculation will put your debt management and default prevention programs to the test. USA Funds® consultants can work with you to assess your debt management, default prevention and student retention strategies and suggest enhancements that can improve results.

To locate your USA Funds consultant, visit www.usafunds.org and select “Contact,” or call USA Funds at (800) 766-0084.

Policy Experts Examine Rules on Gainful Employment

David Root

Notification and disclosure requirements related to gainful employment are among the final rules published by the U.S. Department of Education on Oct. 29. Most of these rules are effective July 1, 2011.

These gainful employment final rules relate to all programs offered by for-profit schools, except bachelor's of liberal arts degree programs, and to all non-degree programs offered by state and nonprofit schools that are at least one academic year in length. Note the following new requirements for each school or affected program of study.

Schools must annually report the following information to the Department for each student who completes a program identified above:

- Information to identify the student.
- The Classification of Instructional Programs code for the program the student completed.
- The date the student completed the program.
- The amount of private loans and institutional financing the student received.

Schools must disclose on their websites the following information for each program type identified above:

- The occupations the program prepares students to enter. The school

must identify the name and Standard Occupational Classification code for each listed program and provide links to occupational profiles on <http://online.onetcenter.org/>.

- The on-time graduation rate for students who enter that program.
- The cost of the program, including tuition and fees, room and board, and other normal costs for the program.
- No later than July 1, 2013, the placement rate for students who complete the program.
- The median loan debt for students who completed the program during the previous three years. The school must identify Title IV loan debt separate from the private and institutional loan debt.

Additional programs

The Department also provided guidance for schools adding new programs that meet "gainful employment" criteria. This guidance is effective for schools adding new programs of study on or after July 1, 2011, if those programs fall under the gainful employment parameters.

If a school plans to add a new program that will prepare students for gainful employment in a recognized occupation, it must notify the Department at

least 90 days prior to the first day of class for that program and provide specific program information. An additional program is one that meets any of the following criteria:

- Has a different CIP code than other programs offered by the school.
- Has the same CIP code as another program offered by the school, but leads to a different degree or certificate.
- Is considered by the school's accrediting agency to be an additional program.

If the school does not receive information back from the Department at least 30 days prior to the first day of class for that additional program of study, the school may proceed with the program offering. If the school provides Title IV funds to students who enroll in a program that is not subsequently approved by the Department as an "additional program," however, the school will be required to repay all Title IV funds awarded for enrollment in the program.

With its application for new programs, a school must provide the following information to the Department:

- How the school determined there was a need for the program and how that program will meet market needs.

- How the program was reviewed and approved by committees and businesses.
- Documentation of the program's approval by the applicable state or accrediting agency.
- The first date on which the program will be offered.
- The school's administrative capability and financial responsibility.
- Whether the new program replaces or supplements existing programs offered by the school.
- If the number of new programs the school plans to offer is consistent with the school's history and growth.
- If the process the school used to determine the new program offering was sufficient.

The Department will review the school's application for approval of an additional program with the following in mind:

If the Department denies the school's request for an additional program, the Department will provide the reasons for the denial and the school will have an opportunity to respond to those reasons.

For more information, contact USA Funds Ask Policy at askpolicy@usafunds.org, or visit the Federal Regulations page on the USA Funds website at www.usafunds.org/schools/Pages/NPRM.aspx.

SSACI News

Changes to diploma reporting

Eugene Johnson, SSACI Grants Division staff



Eugene Johnson

Starting with the graduating class of 2011, SSACI's high school partners will report only students graduating from an accredited Indiana high school with an Academic Honors or Core 40 with Technical Honors diploma to our Core 40 and Honors Internet Update System (CHIPS). If SSACI award-eligible, these students will receive the 100% diploma subsidy rate of the SSACI tuition cap minus their PC or EFC. Students graduating in the class of 2011 and beyond with a Core 40 or regular diploma will receive the 80% diploma subsidy rate. SSACI award-eligible students who graduated from high school with a Core 40 diploma before 2011 will continue to receive a 90% diploma subsidy. You will continue to see a column and flags for Core 40 diploma recipients in your APPL, NOTF and RECN files, while both Academic and Core 40 with Technical Honors diploma recipients will be flagged under one column in those same files. The eStudent website will list "Academic or Technical Honors diploma recipient" in the student's Application History section.

If you have questions, please email SSACI at CollegeFA@ssaci.in.gov.

How to Make the Most of Your Calls to Delinquent Borrowers

Doug Hess

In a time when many student loan borrowers are frustrated that their loans have moved several times or are split among multiple servicers, schools may be the only entity a delinquent borrower recognizes. That's why more schools are launching campaigns to call delinquent borrowers and guide them to the organizations and options that will get them back on track.

When planning a phone campaign, there are some easy steps you can take to make the most of your phone calls.

Before the Call

- Identify borrowers to contact. Use the NSLDS Delinquent Borrowers report and guarantor reports.
- Find phone numbers. In addition to the phone numbers in your records and from NSLDS and guarantor reports, check with your school's registrar and alumni offices for updated contact information.
- Consult with your school's legal counsel for guidance to ensure you are complying with federal and state privacy and debt collections laws.

During the Call

- State your name and that you're from the school.

- Verify that the borrower is speaking before disclosing private information.
- Motivate the borrower to contact their servicer and resolve the delinquency by letting them know what's in it for them. Examples include, "Protect your future credit," and "Save money in interest."
- Listen to the borrower as they voice concerns.
- Acknowledge the difficulty the borrower is having and let them know that you are there to help.
- Help. No matter the issue, encourage the borrower to contact their servicer and ask about available options.
- Verify the borrower's contact information. Ask for address, phone numbers, and email address.

After the Call

- Update your records with the date and outcome of the call and any changes to the borrower's contact information.
- Keep track of the borrowers you have called.

Schools that make the most of their calls to delinquent borrowers can

make a difference, not only in the life of each borrower that they contact, but, over time, in their cohort default rates.

Doug Hess, is a Senior Marketing Associate with Great Lakes Educational Loan Services, Inc.

Mark Your Calendar

ISFAA Spring Conference

April 14th, 2011

IUPUI –Campus Center

Leadership Symposium May 12-13, 2011 Indiana Wesleyan University

The Leadership Symposium is a fun-filled opportunity for newer ISFAA members to learn about ISFAA and to also learn valuable leadership skills. Experienced ISFAA members will guide the participants through the various activities during the workshop. ISFAA feels so strongly about this opportunity that we are willing to cover the cost of the hotel, meals and mileage to and from the symposium site. The Leadership Symposium will give you an opportunity to get to know other ISFAA members and to learn more about our association

and ways to help secure the future of ISFAA.

If you are new to ISFAA and would like to attend the Leadership Symposium or if you have a staff member you would like to send, please be sure to watch the ISFAA website for more details, www.isfaa.org. Applications will be available online beginning 3/1/2011. We will accept applications through 4/15/2011. There are only 20 spots available so you will want to get your application turned in as soon as possible!

Questions about the Leadership Symposium should be directed to:

Marilee Taylor, IUPUI,
mtaylor@iupui.edu

Or

Angela Spangler,
Indiana Wesleyan University,
angela.spangler@indwes.edu

Please don't miss this opportunity! The future of ISFAA depends upon willing volunteers who continue to give of themselves for the betterment of the financial aid profession.



Helping students save an average of over 5% on their private loan interest rate!*

* Sources: Forbes 6/9/09 and Overture Technologies

www.ismmarketplace.com

Moving Forward with the Spring Conference

Shadow! What shadow? Good ol' Punxsutawney Phil saw no shadow. Phil the Groundhog has heard our cries; the ability to skate without ice skates is gone and only beautiful scenery and dry roads await us. Yippee!!! Which means spring is near and I'll say it again, spring is NEAR. Sunrise is earlier; sunset is later. What a wonderful time spring time brings.

With the official start of spring occurring mid March and the recent celebration of 75 years of excellence as the Indiana Student Financial Aid Association (ISFAA), this year's one-day conference looks to continue the tradition of knowledge sharing between friends and professionals while introducing new professionals to a world and legacy that will continue with them in the future in the state of Indiana. Seventy-Five wonderful years and counting, ISFAA is "Moving Forward" with "The Future of Financial Aid".

Although the official 75th anniversary of ISFAA was celebrated at the ISFAA Winter Conference in December, the ISFAA Program & Site Committees would love to cordially invite all of our financial aid family to come join us for our annual spring 2011 one-day drive-in conference located at the IUPUI Campus Center because as ISFAA members, we don't need a reason to celebrate! In fact, we like to party so much that we're going to mix it up a little bit this year starting the general session out with SSACI updates.

Additional breakout sessions to follow will include Veteran's Benefits (Post 9/11 bill), Federal Regulations –Where to find the answers, Net Price Calculator Panel, Government Relations Committee Panel, Default Management, sessions for newbies regarding Verification Basics and SSACI, and our favorite presenter (One on One) with Jamie Malone rounding out our day.

And if you think that sounds interesting, just wait until you see the delicious lunch and snacks we have to offer throughout the day. Save the date, April 14, 2011 at the IUPUI Campus Center. Watch the website for the official agenda and registration. We hope to see you there!

Save the Date!

MASFAA 2011

Grand Rapids
Michigan

October 9th – 12th,
2011

Financial tips to help your students avoid freshman mistakes

Dena Dobson, TG Regional Account Executive

Football rivalry games and all-night study sessions. Meeting new people and being exposed to new ideas. Learning more about who you are and choosing a future career.

When high school students think about what college life may be like, they often picture an exciting world full of opportunities to meet new friends, make great memories, and generally have a good time. They may also be eager to study in their chosen majors, learn from accomplished professors, and prepare for their professional lives after college. They may even daydream about the independence college brings — about making their own decisions free of parental supervision.

But they may not think about one of the most important aspects of college life, one that results directly from that independence: managing money and making financial decisions for themselves. Sadly, this lack of financial forethought often continues well into the college years, with unfortunate results. These results are predictable, but all too common. If you don't study, you get bad grades; if you don't budget, you lose money.

Help your students avoid this scenario. Here are some financial tips to help them avoid freshman financial mistakes and start college on a sound footing.

- **Avoid the credit card trap**

Many credit card companies lure students with free gifts, but the T-shirts and pizza aren't worth the high interest rates and other fees. They also make it easy for students to spend more than they take in, getting them underwater financially before they even get their feet wet in a career.

- **Budget before you buy**

The first rule of financial literacy is really very simple: If you can't afford something, don't buy it. Having a budget — a plan for spending based on your income — allows you to follow this rule.

- **Avoid high roller syndrome**

Many students live beyond their means, a habit encouraged by the hectic pace and intense social demands of college. Too busy to cook? Order a pizza! Going to a party? Buy a new outfit! Students often end up using student loan money and credit cards to finance these spending habits, but they have to pay up eventually. Students should consider getting in the habit of looking for less expensive options like cooking, shopping for clothes on sale or at less expensive stores, and buying used books. When the bills start coming in after graduation, they'll be glad they did.

- **Manage your credit history**

It's never too early to start establishing a good credit history; credit scores affect students' ability to rent an apartment, get car insurance, and even land the job they want after graduation. Paying bills on time and refraining from over-borrowing will help students keep their scores healthy.

- **Save now**

Even if they have part-time jobs, most college students have modest incomes. Saving is often the furthest thing from their minds. But getting in the habit now — even if they save just a few dollars each month — will provide a rainy day fund for unforeseen needs. This will make it easier for them to save when they graduate and have a more substantial income. And the earlier students start saving, the more their money will grow over time.

Dena Dobson is a regional account executive with TG serving schools in ISFAA. You can reach Dena at (800) 252-9743, ext. 6741, or by e-mail at dena.dobson@tgscl.org. Additional information about TG can be found online at www.tgscl.org.



College Goal Sunday



Rensselaer



Columbus



Elkhart



Lafayette



Logansport



Lawrenceburg



Indianapolis Northwest High School



Beech Grove

Comings and Goings

...and other tidbits of association news

Sue Allmon

Comings

Jacki Switzer is back!! Jacki is the new Financial Aid Director for Indiana Institute of Technology.

A hearty “welcome back” to **Marcillena Lomax**. Marcillena was the Director of Financial Aid for Everest College from June, 2002 – October, 2009 when she left to have her baby (see “Births”) and now as returned to us as the Student Support Advisor at Devry University/Keller Graduate School of Management’s Merrillville location.

Births

We are pleased to announce that Mason Soper, son of **Sarah Soper**, Associate Director of Financial Aid, IU-East arrived with much fanfare on January 7th. Mason came into the world weighing 8 pounds, 7 ounces and was 19 inches long. Rumor has it that Tom Crean has already offered a scholarship.



Mason Soper

We have learned that **Marcillena Lomax**, Student Support Advisor at Devry University/Keller Graduate School of Management’s Merrillville location, left us in 2009 to have this beautiful little girl, Mikiah Nicole Lomax who joined the world on June 25, 2010. Congratulations to Marcillena on the baby and on her new job (see “Comings”).



Mikiah Lomax



Bits and Bytes

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