



Bits & Bytes

Newsletter of the Indiana Student Financial Aid Association

OCTOBER 2012

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School is about to start... Get ready for ISFAA University!

The 2012 ISFAA Winter Conference is coming and this year we are all going back to school. Get ready to make your class schedule, connect through extracurricular activities and enjoy a great meal plan! Failing to register on-time can get you into SAP (Slow Application Penalty) trouble, so be sure to keep your enrollment eligibility in good standing and register right away.

Our Winter term will run from December 13 – 14. Our modular classes will all be held on-site at the fabulous Hyatt Regency Indianapolis which will also serve as our residence and dining hall. Course options include:

- Federal Update with Jamie Malone
- New to ISFAA? Get Involved!
- Financial Aid within the New Political Landscape
- Dealing with Difficult People
- Appealing your Cohort Default Rate
- VA Update
- NASFAA Update
- Pell LEUs
- DL Reconciliation
- State Aid Basics
- How America Pays for College
- Basics of Module Programs
- MASFAA Update
- One-on-one with Jamie Malone
- Financial Literacy at IU
- IRS Transcripts
- Verification
- IACAC
- NASFAA University
- SFA Update & Q&A
- Developing Leaders from Within
- Professional Judgment
- NE Regional Meeting Intro
- Loan Forgiveness
- ISFAA Business Meeting



Hyatt Regency -
Indianapolis

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Just before lunch at the 2011 ISFAA Winter Conference

We will have special guest lecturers including: Jamie Malone, U.S. Department of Education; Ron Day, NASFAA Chair; Sara Beth Holman, MASFAA President-Elect; and Mary Jane Michalak, Division of Student Financial Aid.

As you can see, there is a robust selection of courses to choose from. We recommend you contact a peer advisor to discuss your schedule and ensure you both register in time to secure your slot in the class. Friday will be "Transfer School Appreciation Day". On this day, while attending ISFAA University, you are encouraged to wear attire that supports your current and/or favorite Indiana school.

So get ready to bring out that school spirit! Plan now to be a part of the 2012 ISFAA University graduating class!



Ron Day, Director of Financial Aid, Kennesaw State University and 2012-2013 NASFAA National Chair



Sara Beth Holman, Director of Financial Aid, Lawrence University and MASFAA President-Elect

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President's Perspective

Fall is my favorite time of year and for those of you who don't know me very well I am going to take a moment so that I can tell you that football and Halloween are among my top favorite things of all time. These days it seems there are either NFL or college football games on almost every night of the week so it makes it hard to catch up on normal TV shows. I will never complain but I do get concerned when my DVR starts to get full and the football season has only been on for about a month. What to do... What to do??

Fall classes should be in full swing on most campuses. I enjoy having the students around but I also look forward to break times when there are good parking spaces again. The FISAP is done and has been sent in, fall end of year reports for admission and financial aid have been completed and now I find myself being able to take a short breath and look forward to the new year. I still find it hard to believe that 2013 is almost

here. I still have a lot of things that I want to accomplish for ISFAA and I am hopeful that I will be able to get to all of it but just know this I plan to stay actively involved in ISFAA as I truly believe in all of the good work that has been done and will continue to be done. ISFAA has so much to offer and I want to continue to be a part of that.

Now on to matters at hand... what a time it has been since I began my term as President of ISFAA. So many things that I want to accomplish this year and continue to look forward to as I close in on my first 4 months and reflect on how much has been done already. I have learned so much about ISFAA and worked with so many great people. Everyone in Indiana and within financial aid in general has been amazingly helpful, encouraging and patient. ISFAA continues to do so many great things for the students, families and aid offices across the state. So much volunteer time from all of our members in a variety



Kim Bennett

of areas and I am so happy to be a part of those efforts. High School Guidance Counselor workshops have begun and we are once again presenting several sessions at the IACAC conference. Winter conference is fast approaching so don't forget to register as we have so many great things waiting for you there. Financial aid nights are beginning to get scheduled and College Goal Sunday is just around the corner.

Everyone in Indiana and within financial aid in general has been amazingly helpful, encouraging and patient.

Guidance Counselor Workshops Getting Great Reviews

The 2012 ISFAA high school guidance counselor workshop series has passed the half way point, and the survey responses show many attendees very pleased with the event. That probably can be traced to the willingness to volunteer by so many ISFAA members for each aspect of the work to put on the workshops.

The 2012 events are covering state and federal aid eligibility criteria for the 2013-2014 academic year, important changes, social media in financial aid, and more. Presenters from SFA have once again joined the experts from ISFAA in person at each workshop and are an excellent resource for the counselors as always.

The series was increased to 14 locations this year, a fact noted with appreciation by many of the attendees. With over 460 registrants state wide, the workshops have been very well attended and a great opportunity for counselors to network with one another throughout the event.

The full list of sites for 2012 is shown in addition to several pictures from the events so far.

Locations

October 15	Indiana University - East - Richmond
October 17	St Elizabeth School of Nursing - Lafayette
October 18	University of Notre Dame - Notre Dame
October 23	Oakland City University - Oakland City
October 24	Purdue University Calumet - Hammond
October 25	Rose Hulman Institute - Terre Haute
October 31	Trine University - Angola
November 1	IUPUI - Indianapolis
November 2	Ivy Tech Community College - Bloomington
November 5	Hanover College - Hanover
November 9	Indiana Tech - Fort Wayne
November 13	ITT Technical Institute - Indianapolis
November 14	Indiana Wesleyan University - Marion
November 16	IUPU Columbus - Columbus



Left: Rose Hulman Institute - Terre Haute; Top Right: Oakland City University – Oakland City;
Bottom Right: Purdue University Calumet - Hammond

If You Build it, Will They Come? The Benefits of Using Social Media in the Financial Aid Office

Linda Peckham, Senior Training Strategist, Great Lakes Higher Education Corporation and Affiliates

Higher education at large has responded to the social media boon by strategically utilizing Facebook and other platforms to improve admissions, yield, community relations and even alumni giving. Why then, has the financial aid community been slower to respond? Concerns about office resources and how and when to post content are the most common reasons offered by aid leaders when asked about their lack of a social media presence. Ironically, schools with a successful financial aid social media presence have reaped substantial returns on investment with minimal use of staff time when they have deployed a strategic approach to a social media plan.

“Start with your mission,” advises Amanda B. Carter, associate director of financial aid at the University of Rochester. “We made the decision to enter the space based on who we are as an aid office and our desire to communicate more regularly with students.” The University of Rochester successfully launched a Twitter account for financial aid in January and currently uses it to push out critical information about deadlines and policies. Strategically, they made the decision to only adopt Twitter and to continue to share a Facebook presence with the admissions office. Carter reports that one staff person is responsible for posting tweets and monitoring responses and generally spends about 30 minutes a day on this effort.

Northeastern University took a broader approach to using social media tools. “Financial aid offices often have a difficult time building trust and good communications with students so we saw social media as an important strategy for us,” explains Jim Slattery, Senior Director of Financial Aid. Anya Morozkina, assistant director of communications and administration for the office, and the staff person responsible for the social media presence, concurs, “We wanted to change the perception among the students about the aid office. We are not the grinch on campus. We want students to know that they can reach out to us and we are ready to help them.”

Morozkina notes that Northeastern’s strategy is focused on gaining a larger student audience and improving perceptions about the office. As a result, they have implemented a long term plan for posting content and update their Facebook page every other day. Content updates might include information about broader financial aid topics including articles reposted from NASFAA and other financial aid sources. Morozkina also recommends seeking topical ideas from student employees. “They know what their peers want.”

Liz Gross, director of university marketing and communications at the University of Wisconsin-Waukesha, also encourages aid offices to embrace social media as part of their mission to serve students. “Social media can allow you to inform, connect and make a positive impression. Most aid offices are still thinking about it as only a one-way communication platform.” She notes that aid professionals need to think about “the social media space as a community where you can publicly help students solve problems. It’s really a way to turn your complainers into your champions.”

Fullerton College has successfully embraced Facebook as an opportunity to improve customer service and student impressions about the financial aid office. Greg Ryan, director of financial aid, notes that their Facebook presence allows them to respond to student concerns within minutes and has resulted in dramatic decreases in phone calls to the office and shorter lines during peak periods. He also reports that over the three years since Fullerton implemented a Facebook page for the office, the amount of time he spends responding has diminished. “The student community now does most of the work. Students respond to each other and answer financial aid questions through the community page. And also publicly thank the office when we’ve been responsive to their concerns.”

Gross says that Fullerton’s experience is exactly what the goal should be for the financial aid office in the social media world: “You need to think about cultivating a community over

time so that students begin to answer the questions for their peers. That's what you want in the long run. Students want to hear from other students about how to resolve processing or deadline issues."

Financial aid offices that have developed a social media presence based on strategy have successfully improved student service and campus perceptions about their office. As Gross sums up, "A social media presence provides public proof that your office is there to help."

Suggestions for starting your financial aid office social media effort:

- Start with your mission and build your communication plan from there.
- Build a semester-long communication calendar so you

can plan content in advance.

- Refresh your content as often as you can--every other day if possible.
- Use student employees to help write content and respond to posts.
- Develop a social media policy in advance, including guidelines for how you will handle derogatory comments.

Readers interested in more information about building a social media presence for their financial aid office are welcome to attend a free webinar on the topic hosted by Great Lakes. Please visit <https://www.mygreatlakes.org/web/FAP/training/findAvailableEvents?selected=training> for more information or to register.

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SFA News

From the Division of SFA

The Indiana Commission for Higher Education, Division of Student Financial Aid (SFA, formerly known as SSACI) recently requested HCM Strategists to conduct a study to identify ways to align the state's student financial aid system to drive increased college attendance and completion.

Maximizing student success through financial aid is a key strategy in achieving Indiana's goal of increasing the proportion of Hoosier adults with education beyond high school to 60 percent of the state's population by 2025. About a third of Indiana residents have completed higher education currently.

Many of the financial aid study's recom-

mendations tie directly to state priorities outlined in the Commission's "Reaching Higher, Achieving More" strategic plan, including:

- **Cost transparency:** Tell students how much state aid they can expect to receive. The Commission champions policies and actions that increase college cost transparency for students and families.
- **Student incentives:** Provide student performance incentives for completing courses and making timely progress toward a degree.
- **On-time completion:** Prorate full-time student financial aid awards on a 15-credit norm to promote on-time college completion. The

Commission is encouraging more full-time college students to complete 15 credit hours each semester as that is the minimum amount required to finish most undergraduate degrees on time.

The Commission is in the process of reviewing and analyzing the findings of the financial aid study to determine how best to implement those recommendations that best serve Hoosier students.

Read the full text of the financial aid study, titled "Evaluation of Indiana Financial Aid Programs and Policies," and learn more about Indiana's "Reaching Higher, Achieving More" strategic plan at www.che.in.gov.



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Executive Committee Member Focus

Jennifer Perry



Jennifer Perry

1) Please tell Bits and Bytes about your current position at IUPU Columbus...

Currently at IUPUC I am Director of Scholarships with Financial Aid Scholarships and International Affairs. IUPUC is a satellite branch of IUPUI in Indianapolis, the institution that processes our financial aid awards. I coordinate, award,

and monitor all of the internal and external scholarships for our students. There are currently just over 1700 students. A recent addition to my position is working with international students. I will be collaborating with admissions to make sure we have all the information that we need from students.

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

While I was an undergraduate student, I was hired as an assistant with University College. Ten months later, I had finished my degree and the one position with financial aid and scholarships opened up. I jumped at the chance to expand my experience. I have been in this position since December 2006. It worked for me, I started it and I fell in love with it.

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

I joined ISFAA about a year after I started with financial aid and I was fortunate to have a couple of mentors within the organization who really wanted to see me get involved. Once I start something I get completely vested and become very passionate about what I do. I started with going to conferences to network and learn what was new with policies and procedures to serving on committees and pursuing the Commissioner position that became open.

4) You have been involved with financial aid since 2006. 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?

In this field we are working with individuals and their money, and I do not think there is anything more stressful. Because of this we see a lot of tears in our office of both

frustration and irritation. I keep a folder in my office that I look at every now and again when I get a thank you letter or card from a student. I even had a student who put a special notice in our local newspaper to thank me for my help. Our campus is very small so we get to know these students really well and it is a lot of fun to watch them through their education career and finally at graduation in their cap and gowns.

5) Please tell us about other leadership roles you've had involving financial aid...

This question is difficult. I feel like I am just now coming into my leadership role in my career. I have been a supervisor for a couple of years, but I just completed my MBA in July and I feel like that helped me want to develop my leadership skills more than they were. I started to get more involved with committees and organizations around me. I attended the MASFAA Leadership Symposium this last summer, which I very much enjoyed. I feel like I want to try many things and be very involved, so my leadership opportunities are hopefully to be plenty to come.

6) You joined ISFAA in 2007. Please share your thoughts about the organization after over five years as a member...

I love this organization and its members. It is such a strong "family" and I love how open everyone is. Regardless what college you work for, or what your position is, everyone is willing to help with best practices, trouble shooting, and there is no "competition." I know the strong bonds I have formed in this organization and I wish the same for everyone. I would love to see everyone get involved and pitch in for committees and help this organization grow and reach out to all potential and current students to educate financial awareness. There are a lot of lifers in this industry and it has made my life and job a lot easier by knowing them and it is because of ISFAA that I have been able to make these connections.

7) What is your favorite thing about your profession?

Helping students and all of the friendships I have made over the last several years. I have friends who feel like when they are away from their job they do not want to be bothered by their job. I enjoy it when I have students come up to me in public and ask me a question or two.

They remember me and trust that I can provide them information that they need. I love helping others.

The friends I have made will hopefully be my friends for years and years to come. One of the toughest things for me when I took on this international role was thinking it might be getting me away from the connections that I have made through financial aid and I am trying to make it all work. This is where I belong.

8) Do you have a least favorite thing about your profession?

The students I cannot help. It breaks my heart when I have students that come into my office because they don't know what to do when their parents will not provide tax information.

Either they think we are turning them into the IRS or they just do not want to. One parent said education was against their beliefs and would not provide FAFSA information (and they had signed her up for 21st Century Scholars). That tears me up. With a small campus you get to know these individuals and it becomes a bond and you become emotionally vested.

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

GET INVOLVED! We have more buy in when we become involved and it will show throughout the state. We have barely enough volunteers to keep our existing initiatives going and there are a lot of great ideas out there to grow. We need more people! Also

share your successes. We need to find a way to share what works for our campuses and share it with others. As I mentioned, it is not a competition and the better colleges and universities function the better we can serve our students and that will make everyone a lot happier!



Sue Allmon, Jennifer Perry, Kim Bennett, and Christy Miller at the 2012 MASFAA Leadership Symposium & Summer Institute

ISFAA it is time for you to run for office!

We need you to be a leader of our state financial aid association. This year we are electing a President-Elect, a Treasurer-Elect, and two Delegate-At-Large Representatives. If you want to get more involved in your profession and you want to contribute to making a difference, please nominate yourself to run for one of the open positions. Please send an email with your interest to Ginny Washington from IUPUI, Sarah Soper from Indiana University East, Heidi Carl from University of Indianapolis or Monica Crenshaw from Ivy Tech. Please also send us an email if you know someone who you think would make a great ISFAA leader. We will be happy to contact them and encourage them to run for office.

A description of the President-Elect and Treasurer-Elect responsibilities are available at www.isfaa.org. Select "About ISFAA" in the left hand margin, then "Bylaws". "Article V-Duties of Officers" goes into good detail about the three-year commitment for the President-Elect position and the four-year commitment for the Treasurer-Elect position. The selected Delegate-At-Large Representatives will serve a two-year term.

Delegate-At-Large Representatives contribute to the bi-monthly ISFAA Executive Board Meetings by sharing perspectives of our peers, often helping with the annual audit, and performing

a variety of other service duties as assigned. This is a great position in which you can contribute in a leadership role while also learning more about the inner workings of our association and the needs of our membership.

Please step up and run for office this year. Send an email to one of the committee members. We will be presenting the ballot to the ISFAA Executive Board in November for approval so please plan to nominate yourself or someone you think would be interested.

Thanks and we look forward to hearing from you soon!

Online financial literacy training that works: Making lessons stick

Dena Dobson, TG Regional Account Executive

Online financial literacy training is an efficient and helpful way to teach important concepts if — and this is a big “if” — the lessons actually stick with the students. What strategies can boost the “stickiness factor” in online financial literacy training?

Background

Malcolm Gladwell coined the term “stickiness” in his now-classic book *The Tipping Point*. Gladwell, writing about educational television shows like *Sesame Street* and *Blue’s Clues*, was referring to the qualities that make messages better understood and remembered. Chip and Dan Heath, two brothers who are both experts on communication, took the term as inspiration for their 2007 book *Made to Stick*. Whether it’s political communication, classroom teaching, or urban legends, the Heath brothers argued, there are common elements to messages that catch on.

Of course the best teachers, through years of trial and error, know when to shift strategies to enhance the lesson’s stickiness factor. One concern that skeptics have expressed about online learning is that it lacks that feedback loop, as well as the expert teacher’s understanding of students.

Skepticism aside, online learning isn’t going away anytime soon. For any number of reasons — budget, scalability, desire to engage technologically-inclined 21st-century learners — online learning continues to grow in popularity. A September 2010 study by the U.S. Department of Education (ED) found

that online learning is one of the fastest growing trends in education. Not only that, the review reports that online learning was slightly more effective than face-to-face learning under some circumstances, and that a blended approach (online and face-to-face learning) was more effective still.

Given the potential suggested by those findings, it’s worth asking: what are ways that online learning can be most effective? Since we’re going down this road, how can we get the best results? Here are some tips to make online lessons stick.

• Keep it active

ED’s study found that when learners are prompted to take control of their interactions with media, there is an increase in reflection and achievement. These moments of learner activity or learner reflection are especially effective at boosting understanding when students are pursuing online learning individually. That makes intuitive sense if we speculate that active engagement disrupts the tendency to skim along the surface of the material. At the same time, it’s worth noting that online learning — particularly with interactivity — is highly conducive to expanding learning time. When the student can keep at the activity as long as attention lasts, better learning outcomes can be expected.

How might this apply to online financial literacy training?

For online financial literacy training, it might be a good idea to break content into short chunks, with frequent op-

portunities for assessment and some student control of navigational paths. When students are regularly coming to natural stops, answering questions, and clicking on meaningful navigation choices to determine what comes next, better outcomes are likely. When game-like activities with fun interfaces are part of the training, brain switches are more likely to be in the “on” position.

• Ask thought-provoking questions

Studies show that material that is dry and difficult in the abstract can be made interesting when presented in concrete, student-adapted terms. Online learning, like face-to-face learning, must prepare the way by provoking thought and curiosity on the topics at hand.

How might this apply to online financial literacy training?

It’s easy to see how financial literacy content could be made concrete for students. For example, getting students to understand the differences between a defined-benefit retirement plan and a defined-contribution retirement plan may seem daunting at first. Not only is the material inherently unflashy, retirement is also far from the thoughts of most college students. However, job offers are very much on students’ minds, so framing that information in terms of choosing the best job offer creates leverage in gaining and holding student attention.

• Appeal to the eye

Dr. John Medina, author of *Brain Rules*, writes that it’s obvious that vision is our

dominant sense, but what's surprising is how far the other sense lag behind. For example, on *hearing* a piece of information, a typical human being will remember only about 10% of it three days later. What's the effect of adding a strong visual component? Retention moves quickly northward, with most people remembering 65% or so of the message!

Good visual design, including animation, charts, motion graphics, and appealing colors and fonts, can go a long way toward helping the brain learn and retain concepts.

How might this apply to online financial literacy training?

An under-designed, text-heavy lesson isn't going to carry the day. Conversely, it's just as true that an overly busy design will be distracting, confusing, and cluttered. The recipe for likely success is consistent use of appealing fonts, clear page design, and engaging visuals. The way things look isn't just ornamental. It's an important pedagogical factor we should all pay attention to.

All these strategies help to make solid online learning courses effective. With this kind of approach, the advantages of

online learning are available in conjunction with the best educational practices to help make financial literacy lessons that stick.

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 email at dena.dobson@tgsllc.org. Additional information about TG can be found online at www.TG.org.

ISFAA Leadership Retreat

Looking to get more involved in ISFAA? What to grow as an ISFAA leader? Than mark your calendars for the 2013 ISFAA Leadership retreat to be held February 28 and March 1 at the Hampton Inn in Plainfield Indiana. The retreat committee; Sandy Osborne, Heidi Carl, Angela Spangler, and Greg Carlo, are hard at work putting together another great event for ISFAA. The application to participate will be available at the ISFAA winter conference and will be sent via the ISFAA listserv in December. We hope you will consider joining ISFAA for this important event, where we will work to prepare leaders for the future of our association.

Honoring Dr. Joseph (Joe) Russo



Joining Dr. Joseph (Joe) Russo at a reception honoring his 34 years of service to the University of Notre Dame as director of financial aid were his ISFAA colleagues Carl Dalstrom, president and CEO of USA Funds; Richard (Dick) Bel-lows, retired; Steve Morris, retired; Kenneth (Ken) Nieman, director of student financial services at Anderson University; Walter (Walt) Schmucker, retired; Clarence Casazza, retired; Joe Russo; Edson (Ed) Sample, retired.

2012 ISFAA Events



Executive Meeting at Trine University



College Goal Sunday Meeting

2012 ISFAA High School Guidance Counselor Workshops



Above Left: Indiana University East - Richmond
Above Right: University of Notre Dame - Notre Dame
Left: Oakland City University – Oakland City
Bottom Left: Purdue University Calumet - Hammond
Bottom Center: Rose Hulman Institute - Terre Haute
Bottom Right: St Elizabeth School of Nursing - Lafayette



Comings and Goings

...and other tidbits of association news

Sue Allmon

Comings

On October 1, **Weston Outlaw** joined the staff at UIndy as Coordinator for Financial Aid Systems in the financial aid office.

Sarah Owen and **Laura Vegas** have joined the Ivy Tech Central Office team as Financial Aid System Specialists.

Tom Bear was hired in July as the new Executive Director of Student Financial Strategies at the University of Notre Dame. He comes to Notre Dame from University of Evansville (and the staff at Notre Dame says "sorry JoAnn").

Transitions

Jamie McGrath, University of Saint Francis, has been promoted to Executive Director of Enrollment Services.

Michelle Nisun (formerly Silcox) is now Director of Financial Aid at University of Saint Francis.

Elijah Barry (ISFAA Leadership Symposium Class of 2009) transitioned from IU-Bloomington to IUPUI as Assistant Director-Client Services.

Rose-Hulman welcomes **Jon Keeney**, Assistant Director of Financial Aid. Jon joined the Rose-Hulman team on August 6th. Jon came to us from Harrison College – Greenwood. We are excited to make our team from three members to four members. Jon is an asset to the office.

Jennifer Hull took over the financial aid department at Harrison College – Fort Wayne in January as the Assistant Director of Financial Aid.

Ammar Dalal (prior Director of Financial Aid) relocated down to the Harrison College campus in Raleigh, North Carolina.

Mark Burks joined the Harrison College - Fort Wayne team in January from the Muncie campus.

Dawn R. Estep accepted a new position with IUPUI as a Financial Aid Representative. Her last day at Ivy Tech Community College - Muncie was 10/05/2012.

Phyllis Chavez-Leija is the newest member of the Calumet College of St. Joseph's Office of Financial Aid family. She previously worked at Ivy Tech in East Chicago assisting with Admissions and Financial Aid procedures. Both her prior experiences in higher education and her worldwide travels have provided her with a solid foundation in working with individuals of diverse backgrounds and experiences. Phyllis is currently completing her B.A. in Organizational Management Leadership at CCSJ and she currently resides in Whiting.

Promotions

Mary Nucciarone has been named Director of Financial Aid; formerly Associate Director of Financial Aid for the University of Notre Dame.

The following six persons were promoted to the position of Assistant Director of Financial Aid for the University of Notre Dame:

Jamie Dennig

Kelli Kalisik

Christy Miller

Rosanne Molenda

Yolanda Teamor

Alexis Wolf

Kimberly Wheeler Butts has been promoted to Assistant Director of Financial Aid/Veteran Services effective July, 2012 for Ivy Tech Community College - Richmond. Kim started with the college in November, 2004 as a part-time clerk in the Financial Aid Office.

Goings

Heath Mock is no longer working in the financial aid office at UIndy. He is still at UIndy but he recently took a position in the Information Systems department as an Information Analyst.

Sue Brandt (former *Associate Director of Financial Aid*) was promoted to Director of Strategic Services for the University of Notre Dame and will not be under the Student Financial Services umbrella any longer, however, still working closely with the office as a part of the Enrollment Division.

Births

Ginny Washington, IUPUI is a grandmother! “Just wanted to share our good news, our first Grandchild – Gabriel Michael Washington was born on June 18th at 3:17 pm – 6lbs 13ozs and 20 inches long. Mom & baby and Dad are doing well.



Gabriel Michael Washington

Julie Peterson, Financial Aid Director, MedTech-Fort Wayne writes “I had my first baby, a little boy, on Memorial Day, May 28th. We named him Landry Elliot. He weighed 8 lbs 1 oz and was 20.5 inches long.

Good News Announcements

Caryn Bracey, Medtech College writes, “My daughter Sarah moved to Japan with my grandson Braden and son-in-law, Brad on September 10. They had their first house guest on September 16 – Typhoon SanBa. While somewhat anxious parents had difficulty sleeping during the noisy event, toddler Braden wasn’t fazed one bit – blissfully unaware there was any concern. Grandma is looking forward to an eastern vacay in the next 3 years (hopefully, sans visiting typhoons)”.

Tiesha Walker, Assistant Director of Financial Aid at Calumet College of St. Joseph announces her recent marriage to Mr. Damain Walker recently celebrated her nuptials with family and friends at their wedding celebration on 9.30.12 in Valparaiso, IN and then honeymooned in Jamaica.

Deaths

Sharon Woods, Director of Financial Aid at Huntington University, passed away October 9th. She lost her third fight with cancer. She had her first bout with cancer 22 years ago. Our thoughts certainly go to her family. Please keep her family in your thoughts and prayers.



Bits and Bytes

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Bits and Bytes is published quarterly
on behalf of the
Indiana Student Financial Aid Association

Deadlines for Article Submission

Nov. 25 for December Issue
 Jan. 25 for February Issue
 Apr. 25 for May Issue
 Sept. 25 for October Issue

Thanks