

ISFAA Bits & Bytes

Newsletter of the Indiana Student Financial Aid Association

OCTOBER 2015

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2015 ISFAA Counselor Workshops in Full Swing!

Over 500 people are now registered for the 2015 ISFAA counselor workshop series! Events take place through the November 20th workshop at the University of Saint Francis. Attendance at the events has been strong across the state, and the survey responses received to this point show attendees are once again very pleased with the series. It can't be emphasized enough, how many ISFAA members are volunteering their time and expertise to make the workshops a success.

The 2015 events once again are divided into 4 sections. ISFAA presenters discuss Federal Financial Aid Information, undocumented students and the FSA ID among

other items. Presenters from CHE at each workshop speak about Indiana Financial Aid information and changes to the state programs in addition to a section specifically devoted to the Twenty-First Century Scholars Program. A closing session about Indiana's College Goal Sunday program rounds out the day.

The workshops are being offered at 14 locations in 2015, the same number as last year. Positive comments from attendees about how the events are a great opportunity to interact with ISFAA and CHE members to discuss ways to better help Indiana students have been received.

Finally, a few pictures from the 2015 events:



More ISFAA Counselor Workshop photos on page 7

President's Perspective

Welcome to Fall in financial aid! What was once a somewhat quiet time in our calendars is now filled with required activities including; Pell reconciliation, Gainful Employment, the release of the CRD and FISAP.

With the implementation of Gainful Employment, the huge amount of publicity surrounding student debt, the rising cost of college tuition, and ever waging debate of access vs merit aid, it is truly a dynamic time for the financial aid community. I was lucky enough to hear a very knowledgeable colleague of ours talk during the course of a panel discussion at a recent conference. Her comments surround the frustration that many individuals outside of our profession seem to think themselves as financial aid experts. It seems like consultants are coming out of the woodwork with their "expert" solutions on how to "fix" financial aid, but in the midst of all these conversations, where are the financial aid professionals? In too many cases, the true professionals have been relegated to back room processing and our voices go unheard.

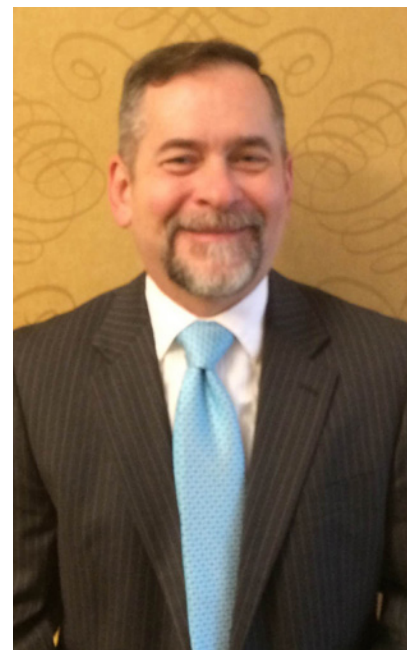
The world around us has truly changed and to ensure our place as the industry experts we must adapt with it. To shamelessly copy a famous movie quote: "I stand upon my desk to remind myself that we must constantly look at things in a different way." This is our time to stand and to look at our pro-

fession in a different way. It is easy to become complacent and fall into routines, but our students need informed advocates. They need our creativity to help them move through the maze of financial aid. ISFAA can and should be the conduit for our collective voices. We must strive to find our voice. The longer we wait to begin, the less likely we are to find it at all. "No matter what anyone tells you, words and ideas can change the world."

Our organization can and does make a difference. More directly, the work you perform does make a difference.

- The Governmental Relations Committee has made incredible strides in working with the Commission on Higher Education.
- The number of people registered for our upcoming workshops is continually growing!
- The Site and Program Committees have put together a mind boggling program for the Winter Conference.
- The College Goal Sunday Team is working to make this the best CGS in history.

The list goes on. ISFAA is a dynamic organization and one that I am very proud to be a member. In this time of great change in our profession, we have the ability to drive the conversation. Carpe diem



Ben Burton

This is our time to stand and to look at our profession in a different way.

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2015 College Go! campaign enhanced with new college-planning resource

Stephanie Wilson

The Indiana Commission for Higher Education kicked off the state's annual "College GO!" campaign with a new-and-improved resource to guide Hoosier families through every step of the college and career planning process.

The new Learn More Indiana website (LearnMoreIndiana.org) includes practical college and career-readiness activities, tools to explore career interests and college options, as well as information on financial aid and paying for college. Educators can access *College GO!* materials and classrooms activities at LearnMoreIndiana.org/classroom-materials.

Highlights of New Learn More Indiana Website

- **Interactive College Map:** Explore Indiana's public, private, and for-profit colleges with an interactive map featuring colleges' tuition rates, student-to-faculty ratios, application fees and direct website links. Students and families can also explore degree programs offered at Indiana's public colleges [here](#).

- **Career Exploration Tools:** Research different careers and their educational requirements, take quizzes and surveys to identify the right careers for you, and find tips for career success.
- **Student Checklists for All Ages:** Find specific steps Hoosiers of all ages should take to prepare for college.
- **Paying for College 101: Learn-MoreIndiana.org** brings together a variety of tools and resources designed to help Hoosiers pay for college in one place, including information on state and federal financial aid and how to qualify, the College Costs Estimator, and tips on how to save for college and avoid overwhelming debt.
- **College Transfer Information:** Learn how college credits transfer from one college to another, how to move seamlessly from one school or degree to another, and how to progress through college as efficiently and affordably as possible to achieve your career goals.
- **Returning Adults** and **Military Veterans:** The new Learn More Indiana website includes resources focused

to assist returning adults and Indiana's military service men and women as they explore and plan for college.

2015 College GO! Campaign Highlights

- **Student Contests:** Students can enter to win \$529 for a College 529 Plan to help pay for college. Entries must be submitted by 5 p.m. (EDT) Nov. 20.
- **School Grants:** Three Indiana schools—one elementary school, one middle school and one high school—will have the chance to win a \$1,000 grant to support their local college readiness efforts. Entries must be submitted by 5 p.m. (EDT) Nov. 20.

Get involved

Tell us what you're doing to celebrate *College GO!* this year at [Facebook.com/LearnMoreIN](https://www.facebook.com/LearnMoreIN), Twitter [@LearnMoreIN](https://twitter.com/LearnMoreIN) (#CollegeGo) or via email at info@learnmore.org.

Save the Date

Winter Conference 2016

Jan. 28th – 29th, 2016
Indianapolis Marriott North

Mark Your Calendar



Summer Conference 2016

June 9th – 10th, 2016
Morris Inn, University of
Notre Dame

Winter Conference Preview

Are you ready for “ISFAA - Live from Indianapolis”? Our winter conference is going to be an exhilarating opportunity for ISFAA members to network and learn from various sessions at the Indianapolis Marriott North on January 28 & 29! The conference will get a jump-start Thursday morning as Roadtrip Nation (roadtripnation.com) shares insights gleaned through interviews with professionals across the country regarding their journey down the road to success. You will have a chance to share your story as well as learn about the curriculum they created to help youth from middle school to college!

Of course a trip to the ISFAA Live event wouldn't be complete without construction zones to expand our knowledge base on areas like VA,

CVO, study abroad, how to jumpstart new employees and intriguing student retention models. The detour route will help you check out how schools are implementing the loan debt letter, how CHE is helping returning adult students and a review of verification best practices within software vendor groups. The conference construction workers are providing a foundational track on financial aid basics, R2T4 and SAP for those within financial aid or partner offices that would like a day pass to this special event!

The road to ISFAA's winter conference has many more attractions that we haven't even mentioned so pack up the cars, trucks and vans then join us at the Indianapolis Marriott North on January 28 & 29! Go to ISFAA.org



to register for the conference, reserve your hotel room and view a tentative agenda. You will not want to miss the opportunity to participate in “ISFAA - Live from Indianapolis!”

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What You Need to Know About Default Prevention Plans

Submitted by Doug Hess, Senior Marketing Associate
Great Lakes Educational Loan Services, Inc.

We all know that planning ahead is an important step in any success story. But when it comes to default management, having a strong default prevention plan can help you provide your students with the guidance they need at every stage of their college experience in order to successfully repay their loans. We're here to answer your questions about default prevention plans, as well as offer some helpful tips about creating your own default management success story.

Why Create a Default Prevention Plan?

With loan default and delinquency rates increasing for most institutions, creating a default prevention plan establishes solid, obtainable default prevention goals for your school. Since the 3-year CDR officially takes effect this year and a majority of schools' 3-year trail CDRs were higher than the 2-year CDR, having a clear path to default prevention is more important than ever. Your plan can serve as an outline for school-based initiatives, as well as protect the integrity of loan programs. Creating a well-defined default prevention plan demonstrates

your school's commitment to default prevention. And most importantly, it helps you maintain your dedication for doing what's right for your students.

How is a Default Prevention Plan Created?

While developing a comprehensive default prevention plan may seem overwhelming, putting a plan in place is easier than you think. Here are a few tips to help you get your plan together.

- **Develop a Plan to Meet Your Needs.** Use the default management data available to you, and sculpt your plans to fit your unique situation. The U.S. Department of Education and federal loan servicers are helpful resources.
- **Identify Intervention Points to Reduce Default Risk.** Identifying students who may be at risk for default and defining specific points at which to intervene with those students should be a big part of your default prevention plan. Be sure to leverage intervention opportunities from enrollment through grace and repayment in order to help struggling students before problems occur.
- **Specify Who is Responsible.** Designate individuals responsible for each task in your default prevention plan up front so that everyone on your team knows their roles and how they contribute to your school's overall success.
- **Create Measurable Goals.** While you're planning, it's a good idea to build in goals and a schedule on which to evaluate your progress. Whether it's quarterly, twice a year, or annually, take time to look at what parts of your plan are working, as well as where tweaks are needed.
- **Put Your Plan in Writing.** Once your plan is developed, be sure to write it down. Having a clearly-defined, realistic plan in writing will ensure you have something solid to refer to when questions arise, as well as giving you a great "ruler" for measuring goals and success.

Doug Hess is a Senior Marketing Associate with Great Lakes, serving schools in Indiana and Illinois. You can reach Doug at (800) 30-0161, or by email at dhess@glhec.org. Additional information about Great Lakes can be found online at schools.mygreatlakes.org.



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Executive Committee Member Focus

Ron Herrell



Ron Herrell

1) Please tell Bits and Bytes about your current position at Ivy Tech Community College

I have been the Bi Regional Director of Financial Aid for Ivy Tech Community College North Central/Northwest since July, 2014. I oversee the Warsaw, Elkhart, South Bend, Michigan City, Valparaiso, Gary, and

East Chicago campuses.

2) How did get your start in Financial Aid?

My journey into financial aid began when ten years after graduating high school I started at Brown Mackie College. After I finished my Associate Degree, the Career Services Department informed me that the financial aid office was hiring. I had my second interview the day before graduation and started working as a financial aid officer one month later.

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

Currently I am the Treasurer Elect. 2015-16 is my first term as Treasurer Elect. I have been a member of ISFAA since 2010 and have always been interested in doing more with the organization. Since coming on to Ivy Tech, I have had more encouragement to join and participate in ISFAA.

4) You have been involved with financial aid for 9 years. 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?

My favorite memory is the same every year, graduation. There is always a student you see walk across stage that

you remember helping get through financial aid because they had some type of issue, and they were so worried and scared. Watching them accomplish their goal of graduating is always the best feeling and reminds me why I love working in higher education.

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

Before beginning with Ivy Tech in 2014, I was Area Director of Financial Aid for Brown Mackie College. I covered four campuses, Fort Wayne, Indianapolis, Atlanta, and Miami.

6) You joined ISFAA in 2010. Please share your thoughts about the organization after a few years as a member

Being able to network with colleagues has been a great aspect of ISFAA. I love getting other perspectives on federal and state changes and seeing how other campuses are handling things.

7) What is your favorite thing about your profession?

Knowing that because of financial aid, many students who would otherwise not have the financial means, now have a way to pay for their college education. I know that if it was not for financial aid, I would not have been able to go to school.

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

When those who do not work in financial aid try to answer financial aid questions. Many people think that because of a situation they had with their financial aid that it translates to every other person's situation.

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

Get involved! ISFAA doesn't continue to grow and move forward without member participation and volunteerism.

High School Counselor Workshops



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ISFAA College Goal Sunday 2016

It's finally fall in Indiana! (Or, Can you believe it's already fall in Indiana?!) Either way, this brings about great things like the leaves turning to a myriad of pretty colors, the temperatures slowly falling (or quickly) to sweater weather, football season, and ISFAA gearing up for College Goal Sunday! ISFAA is excited to again be the host to Indiana's largest FAFSA filing event, helping students and families in every corner of Indiana receive FREE help with filing the FAFSA! College Goal Sunday will be held on February 21, 2016 at 2pm.

This will mark the 27th year for College Goal Sunday, which began right here in Indiana and has since spread across the nation! With a goal of having a site as close as possible to every

student in Indiana, ISFAA is proud to announce that there will be at least 40 sites for students and families to attend in order to file the FAFSA, have expert advice for any questions that may come up, and be in the running for an College Goal Sunday \$1,000 scholarship! The final list of sites will be published soon, so keep an eye out for a site near you to volunteer!

As most of us know, volunteer experts are invaluable in making this day a success. Volunteer registration will be available on the College Goal Sunday webpage and we want YOU to be a part of this monumental FAFSA filing, student helping, dream making, event! You can follow us on Twitter ([Twitter.com/CGS_Indiana](https://twitter.com/CGS_Indiana)) and like us on [Facebook Facebook.com/](https://www.facebook.com/CollegeGoalSundayIndiana)

IndianaCollegeGoalSunday for up to date information at your fingertips.

Enjoy the fall, and we'll see you on February 21, 2016 at College Goal Sunday!



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Comings and Goings

...and other tidbits of association news

Sue Allmon

Comings

University of Evansville wishes a warm ISFAA welcome to **Catherine Carver**. She joined the Financial Aid staff as a Financial Aid Counselor on August 31st.

In the 'their loss our gain' category, **Terri Wilson's** former position at Calumet College of St. Joseph was eliminated and Gina, being a smart cookie, snatched her up and Terri now works as a Financial Aid Specialist in the Financial Aid Office for Calumet College of St. Joseph.

Ancilla College would like to announce the addition of **Autumn Ganster** as our Financial Aid Counselor. Autumn is a recent Ancilla graduate from our Business Administration program. Autumn worked part-time over the summer to help fill the vacant position. This summer Autumn also completed her Bachelor of Arts degree in Christian Ministry at North Central Indiana Bible College. Autumn will be a great asset to the Enrollment Management team at Ancilla College.

Suzi Ross was hired as a Financial Aid Counselor for the University of Saint Francis.

Transitions

Brent Walker, formerly with CHE has moved to ISM! Starting August 3rd, Brent became the newest member of the ISM marketing team as Marketing Associate - Outreach.

Promotions

Hilary Morales has been promoted to Assistant Director of Financial Aid for the University of Evansville. She began her elevated position on August 1st.

Amy Sowders is a new Financial Aid

Counselor for the University of Evansville. She began her new position in late May/early June.

Becky Shide was named Interim Director of Student Financial Services at Saint Joseph's College on Aug 4th upon the leaving of Deb Sizemore (see Goings Section). She has survived the submission of her first FISAP, and at this point that is the only thing she is thankful for!

Sarah Lazarek was promoted to Assistant Director of Financial Aid for the University of Saint Francis.

Goings

Deb Sizemore, Financial Aid Director for St. Joseph's College has resigned to work in the private sector. After 31 years with the college (she was but a child when she began!) she has moved on to work with a local company in Rensselaer. Her last day at St. Joe was August 28th. For those who wish to stay in touch, her personal email address is sizemore47978@yahoo.com (she said I could print it!)

Angie Dawson has moved to a new position at the University of Evansville. She is now the Director of Student Retention. She began her new duties on August 31st.

Phyllis Chavez-Leija was a Financial Aid Specialist while she earned her Master's in Management. Once her degree was earned, she accepted a position in Academic Advising for Calumet College of St. Joseph.

Retirements

Jim Malloy is hanging it up at the University of Notre Dame, retiring on 12/31/15 after 27 years at ND and 40 total in financial aid administration at 4 institutions. Jim

writes, "I have nothing but gratitude for this great career in student financial aid. Looking forward to spending more time with family and travel and 'to-do' lists. My wife, Mary, is in her 5th year of retirement and has promised to reveal the secrets of a happy next chapter."

Births

Darla Hopper, Executive Director of Financial Aid for Saint Mary-of-the-Woods College is a grandmother for the second time! Kameron Grey Carroll arrived on September 16th weighing in at 7lbs. 1oz. and was 20.5 inches long.



Kameron

Good News Announcements

Megan Johnson, Assistant Director of Financial Aid for IUPUI got married on October 3rd. Her new last name will be Watson (once she gets the paperwork together).



Bits and Bytes

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Thanks