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Winter Conference

The winter conference program and site committees would like to thank everyone for attending the conference. We hope you were able to "Sail Away Your Winter Blues" if even just for a day or two. We had 177 attendees this year at the winter conference and 82 attendees responded to the survey.

Survey Results:

Over 95% responded that Conference Publicity and Communication was excellent or good.

Over 91% responded that the cost of the conference was appropriate or they had neutral feelings about pricing.

Over 95% thought the location was excellent or very good.

Over 95% thought the conference facility was excellent or good.

The majority of people responded that the food was excellent or very good. We did receive requests for breakfast on the first day so that attendees who drive in the day before will have something to eat.

The program received high marks as well with several requests being made for sessions that were at an intermediate or advance level. We also received requests for more presenters to come from institutions. Over 95% thought Dr. Davenport and Justin Draeger's general sessions were excellent or very good.

There is still time, if you would like to respond to the survey please go to: <https://www.surveymonkey.com/r/ISFAA2015>



President's Perspective

How many of you are wondering, as I am whether or not winter is over? Although as I write this article, the sun is shining which puts me in a cheerful mood even if it is cold outside. It was great to see many of you at the 2015 ISFAA Winter Conference in Indianapolis. What a great conference! Having Justin Draeger begin the conference followed by Dr. Zeb Davenport at lunch set an awesome tone which continued with all the great interest sessions. Thank you to all those who presented and worked so hard on the conference. Thank you especially the Winter Conference Site and Program committees.

As I prepared for this newsletter article, I couldn't help but reflect on the past year and immediately see how much the Executive Committee and the ISFAA membership have accomplished since June. The membership has been hard at work hosting High School Counselor workshops, Financial Aid Nights, FAFSA completion events, a conference, and putting on a silent auction all while managing to do their day to day job responsibilities. Thank you all!

This year has been one of many changes and improvements. I realize that changes can be very difficult and sometimes don't make everyone happy. The Executive Committee has made some very difficult decisions this year to help the association grow and evolve into a stronger organization. Research, time and documentation were used to guide us through many of the decisions that were made. Our two biggest changes were the changes to College Goal Sunday management and how our funds are being invested.

The amount of expense associated with College Goal Sunday in the past several years' budgets have created a concern to many on the Executive Committee.

We were spending about \$75,000 with MillerWhite for various marketing efforts. We started to discuss and evaluate opportunities to eliminate or reduce this expense item to the association. Therefore we evaluated the activities they performed and determined which activities we could perform on our own. After careful consideration, it was decided to accept bids from other organizations to manage our College Goal Sunday website. We received 3 bids from competing organizations and IDEAS Design, INC won the bidding process and were hired to take over management of the CGS websites. With cutting our relationship with MillerWhite and determining that the volume of responsibilities were too large for two co-chairs due to timing issues this year, a discussion began on the need to hire a Project Manager. Sue Allmon's name came up because she has been with College Goal Sunday since its creation. Sue was approached and asked to put a proposal together. The Executive Committee reviewed the proposal, and after a few changes, voted to make the offer to Sue. She accepted and has been guiding the CGS efforts since that time. We are already planning for 2016 CGS and determine the best avenues to move forward with this great event.

The option to invest has been discussed for several years, but NASFAA's initial offer to invest with them required a large upfront investment, which would have left ISFAA with no reserves. Within the last year the required investment amount dropped and we revisited the opportunity. The Audit and Finance committee, the Treasurer, Justin Draeger, and I held a conference call with Lynx Investment Advisory, LLC to discuss our questions and concerns. Following the call we unanimously felt as if we could move forward with a recommendation to the



Deb Schumm

Executive Committee to invest.

Along with this year's theme, "Celebrating ISFAA and its Members", I would like to personally thank some of the members in each newsletter. In this newsletter I would like to thank Rob Wirt for his hard work in putting together a great silent auction. We were able to raise \$1,344!! I also want to recognize the Winter Conference Committees, Financial Aid Nights Committee and the Executive Committee. We were able to have a great conference by the hard work of the Site and Program committees! Thank you! We have been having many great Financial Aid Nights and I thank all of you who have given up your evenings to host these events. Thank you! And the Executive Committee. Thank you! Thank you for all your hard work so far this year! We have made some great changes that will help ISFAA grow and stay firm into the future. I hope your semester is going well and that you all get a break before Fall 2015 begins. See you in May at the Summer Conference!

SFA News

by Sarah Ancel

We in higher education often say we deal with stubborn numbers. Our efforts generally move numbers in the right direction, but it is rare to see large-scale improvement—particularly in a short amount of time. It is against this backdrop that I am so pleased to highlight a few successes that buck that trend.

The first is the success story for the pilot cohort subject to the credit completion requirements of HEA 1348-2013. This law from its conception was designed to improve student outcomes through a combination of higher expectations and financial incentives. I have often said that if this law works the way it is supposed to, we will spend *more* money, not less, in financial aid because recipients will persist and complete at greater rates. By helping students understand what it takes to graduate before their state financial aid runs out, we help them avoid the pitfall of an unfunded fifth or sixth year in which they are likely to borrow more or drop out without a degree.

And it is not just about the student's financial prospects. Our 15 to Finish data indicate that students enrolling in more credits are likely to complete their courses at greater rates and earn better grades along the way.

This was a major piece of legislation that made fundamental changes to the way state financial aid is calculated, processed and renewed. The transition required all hands on deck, but your offices undoubtedly felt the pressure more than most. That we have positive results to share is a testament to your dedication and willingness to work with us from start to finish on these changes. Now, the good news.

We recently published a report detailing the positive improvement in students

taking and completing 30 credits in fall and spring semesters combined. (Next year we will have sufficient data to round out the picture with summer coursework, as well.) The news is very encouraging. For 21st Century Scholars, there was more than 50 percent improvement in both enrollment in and completion of 30 credits in the traditional academic year. For Frank O'Bannon recipients, the improvement was approximately 20 percent for both metrics. Such dramatic movement in these numbers is even more remarkable given the short timeframe available to get the word out to students, parents, academic advisors and others.

It is clear that the successful movement of these stubborn numbers can be credited in large part to the efforts of dedicated professionals on Indiana's college campuses. The response was swift and multi-faceted. Additional efforts aimed at education and advising, tools and resources, monitoring and proactive intervention proliferated in HEA 1348's first year. These efforts, even if aimed initially at the financial aid recipients, have paid dividends for the entire student body. Each of you has been involved in this process and spent countless hours to implement this law and make sure students succeed. It was a heavy lift, which makes these positive numbers even more rewarding.

We also found that many students "on the bubble" of not meeting completion requirements relied on summer courses to help them stay on track for on-time graduation – much more so than before HEA 1348's passage. This is instructive as we move into the annual award model and financial aid offices will need to establish procedures for the summer deferral option. While ideally summer

would serve as a safety net for dropped and failed courses or as a way for students to accelerate, we know many students are opting for a "12-12-6" model to reach 30 credits. It will be critical that students who start with the intent of relying on summer are well advised that they can – and likely should – save some of their available state aid to pay for summer tuition. It will be important at the same time to advise students that while this approach is conceptually sound, students who take fewer than 15 credits have a small margin for error to maintain their aid at the full level if they drop or fail a course.

A different number that has proven to be incredibly stubborn is the remediation rate. Efforts at on-time completion can be confounded when students need to spend a semester or more on developmental courses that do not count toward their degree.

Another piece of good news is that our soon-to-be-released College Readiness Reports show marked improvement on this front as well. For years, roughly one-third of Hoosiers required remediation upon entering college. In one year, that percentage has decreased from 28 percent to 23 percent, representing nearly 1,600 more Hoosiers who will now be able to start college-level coursework right away.

This legislative session we are focused on encouraging more adults to return to higher education and providing them the right supports – including a financial aid program designed for them. As we move through this session, it is our hope that the partnership between the Commission and our colleges and universities will continue to yield the types of positive and "non-stubborn" results we have highlighted today.

13 Tips to Relieve Spring Stress in the Financial Aid Office

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

While closing the door on winter should be a relief, spring brings one of the busiest seasons to the financial aid office. If you're feeling exhausted or overwhelmed, check out 13 tips we've compiled to help you streamline your work, control your environment, and take care of yourself to optimize your mental, physical, and emotional well-being.

- **Minimize distractions so that you can complete important projects.** Forward your phone to voice mail for a brief amount of time, and turn off email and mobile device notifications to minimize interruptions and create concentrated, productive time. Checking the most difficult or important tasks off your list gives you a huge mental boost, leaving you in a better mindset to handle all the other things that crop up.
- **Don't let email clutter slow you down.** Create folders to organize your emails as you get them, and use the search feature in Outlook to find them more quickly. If you're working in an Outlook environment and have colleagues who overuse the "reply to all" option, look into the NoReplyAll Outlook add-in to help your office reduce email clutter.
- **Leverage existing channels to help your students help themselves.** Record a walk-through training of your online counseling tool, for example, or provide a quick tutorial at orientation, and then use your office's social media channels to let students know how it may be accessed to save you—and them—time.
- **Know when to go old school.** If you've gone back and forth three times on something via email, pick up the phone instead, and get it sorted out in a real conversation. Better yet, get up from your desk and visit a colleague if they're not too far away.
- **Feel too busy to take lunch?** Low blood sugar does not help concentration, mood, or energy, making it a bad idea all-around to skip lunch. If you must, keep working during the quiet time when others are at lunch, but **be sure to take a lunch break** when they return. And, if you're having a particularly rough morning, a short time away with a colleague for lunch may help your perspective or even identify a way to ease the stress.
- **Investing time to learn to use your tools** can have a huge, repeat payoff in time saved later. For example, consider using a Microsoft Word merge feature that lets you send a document to multiple people, allows them to make changes, and then merges everything back into one document, letting you select the changes you want to keep.
- **Take a walk outside or do some simple exercises** at your desk, like breathing or stretching, to get the blood flowing. It will give you a fresh outlook, renewed energy, and release some of the tension that may have built up in your body while you worked. A few minutes invested can make you immensely more productive.

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2015 Summer Conference

Thursday, May 28 -
Friday, May 29, 2015

French Lick Springs Hotel

- **Automate repeatable tasks and simplify projects** by using shortcuts, bookmarks, and speed-dial for your most frequently used resources. Create templates for your most commonly used documents. Record work processes on paper so they can be shared easily with others who may be able to help with them. Look for apps that reduce your workload. Financial Aid Director Scott Cline, for example, has been able to toss out the legal pad and sticky notes with an app called Drafts for iOS.
- Not everything can be handled electronically in the aid office. **Set up a left-to-right workflow for paperwork on your desk.** It comes in on the left, is processed in the middle, and goes out on the right.
- Take a tip from one of your colleagues, who shared this suggestion in our Listening Sessions. **Set up an account with SignUp Genius** and share the link with students who need to make an appointment with you. With students scheduling their own appointments, you'll save time—and with automatic reminders, students are more likely to keep the appointment they set.
- **Laughing and smiling** release chemicals in your body that improve mood and energy. If you've ever laughed in the most stressful of situations, you may remember how good it felt. Looking for and acknowledging the humor in any stressful situation with a laugh or a smile, even to yourself, helps you keep things in perspective—and keep going.
- **Pick up other tips through free training.** Consider signing up for Great Lakes' free SmartSessions™ or other servicers' trainings, in quest of guidance for you and your stressed colleagues.
- At the end of the day, take a few minutes to **clear the electronic and paper clutter**, so that tomorrow you can avoid the aftermath of today. A fresh start offers the promise of a better day.

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making it out, and
being able to pay for it all.

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Executive Committee Member Focus

Emily Janero



Emily Janero

1) Please tell Bits and Bytes about your current position at IPFW

I'm currently an Assistant Director of Financial Aid at Indiana University-Purdue University Fort Wayne (IPFW). My primary role in the IPFW Office of Financial Aid is compliance. My position was created a little less than two years ago to specifically work with the

Department of Athletics to develop policies and procedures to ensure compliance with the NCAA Division I regulations governing financial aid to student-athletes, as well as oversee the compliance of all aspects of financial aid. I'm currently in the process of documenting how we do currently do things and developing internal auditing practices, as well as updating policies and procedures.

2) How did get your start in Financial Aid?

My current position at IPFW is actually my first opportunity working in a financial aid office. Prior to taking the position at IPFW I worked with financial aid offices indirectly in my positions at Saint Peter's University (Jersey City, NJ) and Youngstown State University (Youngstown, OH) where I was an Assistant Director of Athletics in charge of NCAA compliance while also supervising some of our Division I athletic teams. At both positions, I worked with financial aid offices to ensure compliance of financial aid to student-athletes from the athletic perspective. I took the position at IPFW because it had an element of still working with student-athletes and at the time I need to relocate to Fort Wayne, IN for personal reasons.

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

I am currently serving as the Treasurer-Elect for ISFAA. I took over mid-term for Richard Nash from Hanover. I process all the invoices and receivables for ISFAA, and assist the Treasurer in balancing our accounts. As part of the executive committee, I contribute to the discussions and vote on ISFAA action items and objectives.

4) You have been involved with financial aid for the last few 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?

Toward the end of last spring, I had a coach come with a freshman student-athlete to sit down in my office because the student had rendered herself academically ineligible to participate in athletics, and the coach was not going to renew the athletic scholarship as a result. After sitting and discussing the different financial aid options with the coach and the student, the student decided it was in her best interest to transfer to a community college for her sophomore year as it would be cheaper while she repaired her academic record. This student did not have a lot of experience dealing with financial aid as she was on a full athletic scholarship, so I assisted her in everything she needed to do to setup financial aid and put her in contact with the community college to get the process rolling. I educated the student to ensure she understood what was on the line for the long-term impacts of getting her academic record repaired, coming back to IPFW and getting back on the full athletic scholarship versus having to utilize loans. I gave the student myself as a resource to work through the process so she didn't have any excuse to not get it done. After my initial meeting with the coach and the student, the coach called me and thanked me for my personal touch and caring so much to not only help his program, but this individual who he believed that if she is surrounded by people that care and are willing to help, then she will walk through the door of success. This student continued to call me on several occasions throughout this past year, and at this point it is her plan to return to IPFW to finish her degree, receive the full athletic scholarship and participate in her respective sport.

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

I have been working within a financial aid office for approximately a year and a half, so I have not had a lot of time to build my financial aid resume and assume leadership roles other than my current position as Treasurer-Elect. With that said, I also completed a volunteer form for MASFAA, and I feel fortunate that I will be serving as faculty for the basic track for this upcoming 2015 MASFAA Summer Institute in June. Summer Institute has a new format and there will be basic track for financial aid professionals that have less than two years of experience, and then there will be a more advanced track for professionals that have greater

EXECUTIVE COMMITTEE MEMBER FOCUS - CONTINUED

than two years of experience. I am also very grateful that ISFAA is affording me the opportunity attend the NASFAA Leadership and Legislative Conference & Expo this March to advocate on federal student aid issues. There truly are a lot of tremendous professional opportunities by volunteering to serve in our financial aid professional organizations.

6) You joined ISFAA in 2013. Please share your thoughts about the organization after two years as a member

I had the opportunity to attend MASFAA's Summer Institute last June, where I had the pleasure of having faculty that were members of ISFAA in Leo Hertling, Sue Allmon and Heidi Carl. I was taken aback by how invested they were in their profession as well as taking an interest in helping others. I immediately was inspired to want to get involved. I had previously filled out the ISFAA volunteer form, but when the email went out that there was a need for someone to take over as Treasurer-Elect I figured I had nothing to lose to throw my name in the hat. I have been blown away by the reception I have received by ISFAA, and have very much enjoyed the time since November when I started my term as Treasurer-Elect. Debbie Schumm, our President, and Christy Miller, our Treasurer, have been extremely instrumental in helping me to hit the ground running, and I can't thank them enough.

7) What is your favorite thing about your profession?

My profession is awesome because I love people, and I love that at times I'm part of a very large puzzle that helps

a person complete a degree in higher education that will hopefully lead them to a successful or perhaps better life. Our profession is a piece in a large puzzle that is valuable, important and necessary, because no one else can play our part. I enjoy sitting with a student and assisting them with putting as many pieces of the puzzle together for them that I can.

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

Probably the least favorite thing for me is reconciling in my head and my heart that for some students the only way I can help them complete a degree is by advising them that the only option they have at this point is to take out thousands of dollars of debt. Significant student loan debt is a reality for far too many students, and I just wish there were more ways to reduce the financial gap between what students and families can afford with the cost of getting a higher education degree.

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

Get involved as much as you can. When you are at conferences say hello to people you don't know. Be open to getting to know new people that are trying to get to know you. Volunteer to present and give feedback for content at ISFAA conferences so we can continue to grow as an organization.



2015 NASFAA Conference

July 19-22, 2015

Hyatt Regency – New Orleans

ISFAA Summer Conference Update!

ISFAA 2015 summer conference is right around the corner. This year will be a two day event taking place in beautiful French Lick on May 28th and 29th. You can reserve your hotel room at any time by calling French Lick at 888-936-9360 and providing the code of 0615IAS (please identify yourself as being with Indiana Student Financial Aid Association at the time of the reservation for the group rate) or you can book online at the following link: <https://bookings.ihotelier.com/bookings.jsp?groupID=1286110&hotelID=73557>. There is a 4:00pm check-in and an 11:00 am check-out and the room rate is \$129.00 + tax (\$143.19 total) for a single/double room. Reservations at this rate will need to be

made prior to May 13th. There will be complimentary self and valet parking, complimentary shuttle transportation to golf courses, stables and between properties, complimentary wireless internet access in guestrooms, meeting and public spaces. You will be offered a 10% discount on a single spa treatment and \$5.00 casino/slot voucher as part of your welcome packet.

The program will be packed with excellent sessions for you regardless of your level of financial aid experience. If you are new to financial aid and want help in understanding the need analysis calculation or to understand what SAP and PJ mean, we have sessions for you. Maybe you are in middle management or have several years of

experience, we have sessions for you that talk about logistics of legislative and regulative advocacy, certification courses and veteran affairs issues. For those of you that are well versed in all things financial aid, we even have sessions for you discussing items like prior prior year, what colleagues are doing with the Perkins phase out and enrollment management areas like shaping of the class and financial aid's role in retention.

Don't worry as there will be something for everyone. Keep an eye on the ISFAA website and the conference program will be available soon so mark your calendars and meet us in French Lick May 28th & 29th!

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Pat Wilson Scholarship Silent Auction Raises \$ 1,344

by Rob Wirt



I just want to send out a huge thank you to all for your support of the silent auction. Through the generous assistance of individuals, vendors, and businesses/organizations that made donations and/or bid on items, we were able to raise \$1,344—more than enough to fully fund a Pat Wilson Scholar! We had over 40 items or groups of items this year to bid on and what a great variety too. The item with the most bids was the Bracelet

and Earring set donated by Heidi Carl—it had 15 bids, and the final bid was nearly 50% more than the estimated value. Nice!

I especially want to thank the following people for all of their help with the actual auction/set-up/tear down and

collection of payments. If I leave someone off, please forgive me, as at times it was a whirlwind process and my memory isn't what it used to be!

Heidi Carl
Malissa Ayala
Donette Cassman
Debbie Schumm
Emily Janero
Robert Sommers



If you have any suggestions for improvements for future auctions, please contact me as we are always looking for ways to make this event the best it can be for our Pat Wilson Scholars and all of ISFAA!



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Winter Conference Photos



Winter Conference Photos



Financial Education: A Delicate Balance

By Jeff Bentley, American Student Assistance®

We in the financial aid industry are committed to teaching students about their student debt obligations early on, both because it's required by law and also because we want to prevent over-borrowing wherever possible so as to set students up for maximum financial success after graduation. But in our rush to give students a soup-to-nuts overview of student loans, often years before repayment even starts, are we actually doing more harm than good?

In our line of business, we often lament that student loans are a “mañana” issue for most students. They borrow for costs of living, without thinking about the long-term consequences; they don't compare monthly student loan bills to expected income; and they fail to grasp just how long, and potentially heavy, their education debt burden will be once they're in the real world.

Naturally, financial aid professionals want students to think more of the long-term. So we frequently load up entrance

and exit counseling with all kinds of facts about student loans, from types of loans, to aggregate limits, to common loan terms, to various repayment plans, and the list goes on. Then we're left to shake our heads in disbelief when former students, in survey after survey and media stories across the country, say they were “unaware” of how much debt they were taking on, or they were “unprepared” for the reality of their loan payment, or they didn't “understand” what they were getting in to. How can this be?!, we think – we told them everything they could ever possibly want to know about their student loans.

And therein lies the problem: We tell them *everything* they would ever want to know, but at the wholly wrong time. Our motivations are noble but our tactics don't achieve the desired results, because we don't adhere to the four principles of effective financial education communications:

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Make it *timely, ongoing, relevant and actionable*.

Human nature dictates that financial education, as with so many subjects, is best absorbed and retained when it can be put to use immediately to positively impact the learner's situation. We tend to forget what we don't immediately use (how many of you remember anything from your high school trigonometry class?).

When we attempt to fill students' heads with various loan repayment plans and terms years before the first payment is due, it's no wonder their eyes start glazing over. Even the exit interview, delivered six to eight months before the payment begins, is too soon; that can be an eternity to a recent graduate securing employment and living arrangements. At my organization, we found that additional "just in time" communications to students during their six-month grace period, mere weeks or days before the first due date, reduced future student loan delinquency by as much as 50 percent.

Instead of trying to overcome human nature, then, we should be tapping into it and harnessing it to reshape the way we think about and ultimately deliver financial lessons to our students.

Of course, we can't allow in-school students to totally neglect educating themselves on their student loans. They should realize how much they're borrowing every year, they should understand why it's important to try to stick to federal loans

as much as possible, and they should know whom to turn to down the road with their student loan questions.

We need to make our financial literacy and financial education offerings a more balanced blend of advice and tips that can be used in the here and now, combined with easy to remember basic rules of thumb for the future that won't be forgotten the minute they complete a personal finance course.

We also shortchange our students if we limit our financial literacy offerings to student loan training alone. For the student, education loans don't exist in a vacuum; they are just one part of a financial journey. By capturing their attention with financial guidance that's top of mind now, we can get them to make small incremental changes in their money habits immediately. These are priceless lessons that will no doubt change their financial behaviors for the better for years to come and put them on the road to overall better financial health, including better student loan repayment in the future.

Ultimately, our financial education efforts *need* to find that just-right balance between what students need to know and what they *want* to know. Otherwise, we risk them tuning us out – and we miss an opportunity to elevate the next generation's financial acumen and create savvier consumers for a lifetime.

Comings and Goings

...and other tidbits of association news

Sue Allmon

Comings

Newlywed **Holly Vanatti** (née Holly Green) joined DePauw University as a Financial Aid Advisor this past December. Holly comes to DePauw from Medtech College in Greenwood and previously Saint Mary of the Woods.

Congratulations Holly on both your recent nuptials and your new job!

University of Notre Dame is pleased to welcome **Nicole (Nicky) Lodewyk** to the team as Student Financial Aid Counselor.

Nicky joined ND on January 26, coming from the University of Evansville, where she most recently worked in the enrollment management area bringing experience in admissions, financial aid, and enrollment management. We are excited to welcome Nicky to ND!

Mishelle Bergeron has joined Ancilla College as the Financial Aid Counselor. Mishelle is an Alum of Ancilla. She has extensive experience with the Department of Defense as a contract

specialist and will be a great asset to Ancilla College.

Jody Walker has been hired as the new Financial Aid Director for Bethel College. She previously was the Director of Enrollment Management and Financial Aid at the Anabaptist Mennonite Biblical Seminary (AMBS) in Elkhart. She joined Bethel on November 24, 2014.

The Goshen College Financial Aid Office hired **Kristyn Sleeseman** as Assistant Director of Financial Aid in November.

COMINGS AND GOINGS - CONTINUED

Kristyn brings significant experience in higher education, having worked most recently in Admissions at Goshen College. Prior to that she worked in Student Life at a previous institution. Kristyn is committed to customer service and student success and has been eager to learn financial aid processing. She enjoyed meeting some of you at the ISFAA winter conference just a few weeks ago.

Transitions

Ivy Tech Community College, Bloomington welcomes **Alex Barton** as Veteran Students Services Coordinator and Assistant Director of Financial Aid. Alex started his financial aid career as a part time employee. He then took a full time position in Admissions and is now back in Financial Aid!

Promotions

Christy Miller (ISFAA President-Elect for 2015/16) has been promoted to Associate Director of Financial Aid Operations at the University of Notre Dame. In her role as Associate Director, Christy will assume the full responsibility for management of production which includes direction of all phases of production operations including management and training of staff, supervision of financial aid associates including oversight of customer service, oversight of systems including testing, software interface, Net Price Calculator, and website management. She will also assist in oversight of financial aid strategies related to recruitment. Additionally, she will assume greater responsibility with federal and state regulatory compliance.

With the retirement of Kathy Mills (see December, 2014 Comings and Goings) and after 7 years as Assistant Director of Financial Aid at Ancilla College,

Marcella "Marcy" Hopple has been promoted to Director of Financial Aid effective December 1, 2014.

Births

Tracy Adams, Senior Financial Aid Counselor for the University of Southern Indiana and her husband Derek are the proud parents of baby Amelia Jane, born January 5, 2015 weighing in at 7lbs 1 oz and 20 inches long.



Linda, her husband and Annie

born August 20, 2014 in New York City. Her name is Susanna Heron Hurley, daughter of her daughter Jessica Hunt and her husband Paul Hurley; she is being called Annie.

Good News Announcements

Mary Nucciarone, Director of Financial Aid at the University of Notre Dame, and **Marvin Smith**, Director of Financial Aid at IUPUI, have been named to the faculty for the College Board Institute on Financial Aid (coming to Indianapolis this October!). Congratulations on this honor, Mary and Marvin!

Deaths

Deborah Youngen, Financial Aid Administrator for Indiana State University passed away on Monday, January 12th. Debbie worked here at the university for over 26 years within the Office of Student Financial Aid and

previously in the Office of the Controller-Perkins Loan area. She showed a passion for assisting students in getting them the financial aid they needed to attend Indiana State University.

Linda Maxwell, former Financial Aid Officer at Ball State University and ISFAA President passed away on Tuesday, January 13th. She was also MASFAA President while at Illinois State. She was extremely active in the financial aid profession. Her financial aid legacy lives on with her son Andrew who is a financial aid professional at the University of Chicago.



For the latest ISFAA information, or to check out previous editions of Bits & Bytes, visit www.ISFAA.org!



Bits and Bytes

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