



ALABAMA ASSOCIATION OF FINANCIAL AID ADMINISTRATORS

# AASFAA Newsletter

[www.aasfaaonline.org](http://www.aasfaaonline.org)

Spring 2005 Edition, April 1, 2005

## PRESIDENT'S REPORT

by Chip Quisenberry

I am looking forward to seeing each of you at the Spring 2005 AASFAA Conference in just a few days. The conference will be held at the Perdido Beach Resort in Orange Beach April 13-15, 2005, and even though Hurricane Ivan damaged our conference facility, repairs should be completed in time for our arrival.

I am excited about the conference that your Program Committee has pulled together. President-Elect Buddy Jackson and Conference co-chair Linda Casey and the rest of the Program Committee have outdone themselves, and I believe that you will be pleased with the results of their work. We will have the opportunity to get to know a new (to us) federal trainer, Ms. Deborah Tarpley, who will be presenting on all three days. A printer-friendly agenda is available at <http://www.aasfaaonline.org/sp05conf.htm>, as are a conference registration form and driving directions to the Perdido Beach Resort.

Also on the website you can find the candidacy statements of our colleagues who are running for AASFAA office. Please familiarize yourself with their backgrounds and be prepared to elect the people you want to lead your association in the years ahead. We have a good slate to choose from, and my hat is off to Past-President Deborah Byrd and the other past-presidents who make up the Nominations and Elections Committee for their work in selecting this dual slate of candidates.

I have extended an invitation to FASFAA President Ron Anderson and to FASFAA members in the Florida panhandle to attend the AASFAA Spring Conference. Since Florida's conference will be held in Miami, I wanted panhandle aid administrators to feel free to come "just down the road" to Orange Beach and attend the Alabama conference. If you see someone you don't know, please extend to them that good old Alabama hospitality, and make them feel welcome.

SASFAA in Atlanta was great, and I appreciate those from our great state who attended the conference. It was my pleasure to represent you there as your president, and many kind things were expressed to me because of services that you performed for SASFAA. I would be remiss if I failed to mention Ron Day, SASFAA Past-President and Dee Talley, Diversity Committee Chair. Thanks to both of you for your service to our profession.

We'll have more to say at the Spring Conference. See you there!

## PRESIDENT-ELECT'S REPORT

by Buddy Jackson

Spring is here and with spring comes the AASFAA Conference in Gulf Shores, April 13-15, 2005.

This years theme is reflective of Hurricane Ivan's destruction and now the rebuilding of the Gulf Shores area "Structurally Sound and Ready for New Challenges."

Also, this year we are very fortunate to have Ms. Deborah Tarpley, Department of Education trainer from Denver, Colorado, to present three General sessions (Conflicting Information, Federal Update, and a Question and Answer session - Ask A Fed, Friday morning).

### Contents

	<u>Page</u>
Reports .....	1-5
AASFAA News .....	5
Lending Matters .....	5-6
Professional Development .....	6-7
Upcoming Events .....	7

In addition, there are a number of concurrent sessions designed to appeal to all levels of experience.

A special thanks to Mrs. Linda Casey, Nelnet, and her committee for putting together a very good spring program. Also, a special thanks to Jonna Moses, Regions Bank, and her Local Arrangements Committee for all their hard work in planning this conference.

I hope that you have made plans to be part of one of the most enjoyable and educational AASFAA Conferences. The time and place:

Perdido Beach Resort,  
Orange Beach, Alabama,  
April 13-15, 2005

I would like to thank the AASFAA association for their support during the 2004-2005 school year and I look forward to 2005-2006 as your President. I have always believed that an organization is only as good as its members and I know AASFAA is an outstanding state association.

Thank you!!!!

## **VICE PRESIDENT'S REPORT**

by Ellen Canada

We are preparing for the New Aid Officers' Workshop at the Spring Conference. Financial aid administrators, especially those new to the profession, are encouraged to attend. Presenters will be Deborah Byrd from Calhoun State Community College, Dan Miller from Auburn University Montgomery, and Suzanne Bush, from Beville State Community College. We will focus on satisfactory academic progress, professional judgement, and verification. We look forward to seeing everyone at the Perdido Beach Resort!

## **TREASURER'S REPORT**

by Ben Baker

I hope everyone is looking forward to the spring conference April 13-15 at the Perdido Beach Resort in Orange Beach. As of March 29, we have 171 persons who have submitted registration forms. If you have not registered, you can find the registration form at [www.aasfaaonline.org](http://www.aasfaaonline.org).

If you paid your annual dues of \$15 at the Fall Conference, your conference registration fee of \$100 is all you owe for the Spring Conference. Your meals are included in the \$100 conference fee. Please indicate with a "1" on the registration form for each meal you plan to attend. If you plan to bring a guest for any of the meal functions, please indicate with a "2" (for you and 1 guest) for that particular meal. The cost of each meal for your guest is listed on the registration form. You may pay your registration fee and the cost of the meals for your guest at the conference registration

desk. Mailing your check to me before April 8 will help speed you through the registration line. My mailing address is on the conference registration form.

If you have any question, please call me or Christie Fletcher at (256) 765-4278. You may email either of us at [bjbaker@una.edu](mailto:bjbaker@una.edu) or [cmfletcher@una.edu](mailto:cmfletcher@una.edu).

I hope to see you at the Spring Conference.

## **SPRING LOCAL ARRANGEMENT COMMITTEE REPORT**

by Jonna Moses

As Local Arrangement Chairperson for the Spring Conference at The Perdido Beach Resort, it has been my commitment to help make this a successful conference. The Local Arrangement Committee has been diligently working with the Conference Committee to coordinate conference activities, meeting set-up, and good food.

The Perdido Beach Resort has been remodeled and is absolutely beautiful. Along with a newly remodeled hotel, they also have new staff members that we have trained again on our conference necessities. I think you will find the conference not only has great food, but also an excellent agenda.

If anyone has any concerns, feel free to contact me at (251) 463-0051 or at [jonna.moses@regions.com](mailto:jonna.moses@regions.com). See you at the beach!!

## **LEGISLATIVE COMMITTEE REPORT**

by Clark Aldridge

The U. S. Senate approved its FY 2006 Budget Resolution on March 1, 2005. The Senate version of the budget bill differs greatly from the budget bill passed by the House which more closely follows the President's FY 2006 budget request. Due to the differences, it is expected that compromise budget bill will be difficult to achieve. The President's budget maintains FSEOG funding at \$778.720 million and Federal Work-Study at \$990.257 million. It also, calls for an increase in the maximum Pell Grant of \$100 and to eliminate the \$4.3 billion in Pell Grant shortfall. In addition, it eliminates Federal Perkins FCC, Leveraging Educational Assistance Partnerships, Upward Bound and Talent Search Programs.

The House bill does not include funding to increase the Pell Grant maximum or to eliminate the \$4.3 Pell Grant shortfall.

The Senate budget resolution assumes an increase in the Pell Grant to \$4,500 and restores funding for TRIO, LEAP, Perkins FCC and increase funding for FSEOG, and FWS.

The House bill requires the Committee on Education and the Workforce to achieve \$21.410 billion of savings over five years. According to NASFAA it is expected that \$6.7 to \$7.2 billion would come from student loan programs. The Senate bill contains instructions to the Committee on Health, Education, Labor, and Pensions to achieve saving of approximately \$6.5 billion would come from on student loan programs and the possible recall of Perkins Loan revolving funds.

A conference committee will now be appointed to work on a compromise. If a compromise is reached then the budget process can continue.

All of this impacts HEA Reauthorization, as it is unlikely that the House and Senate committees will take up reauthorization until they have completed work on their reconciliation bills. If reconciliation does not occur until late summer or early fall will likely face another continuing resolution to extend HEA beyond September 30, 2005.

## VENDOR/SPONSOR'S REPORT

by Lora Kiser

I can't believe the Spring Conference is almost here! Once again, our vendors and sponsors have come through for us. I am pleased and very excited to report that as of today, March 30, we have 40 exhibitors attending this conference. This is a record number for AASFAA. We must not forget to let them know how much we appreciate their loyalty and continued support of the association. Without them, it would not be possible to provide the programs and services AASFAA members receive at a cost they can afford.

Below is a general breakdown of sponsorship opportunities our vendors and exhibitors have so generously contributed to and the list of those attending:

Meals, Breaks, Entertainment	\$36,550
Conference Bags, Agendas, Name Tags, Phone Cards	5,550
Audio/Visual Needs	1,500
General Conference Sponsorship	11,500
Exhibitor Fees	<u>5,500</u>
	\$60,600

Regions Bank  
Academic Management Services  
Alabama Student Loan Program/KHEAA  
Campus Door  
edamerica  
Educational Services Foundation  
National Education  
Nellie Mae  
Citibank  
Nelnet  
Wachovia  
NSLP

Bank One  
Red Stone Federal Credit Union  
PNC Bank  
Sallie Mae Trust  
AmSouth Student Lending  
Southwest Student Services  
Key Bank  
TG  
Sallie Mae  
American Student Assistance  
USA Funds  
College Loan Corporation  
Chase Bank  
EdFund  
Compass Bank  
ELM Resources  
LoanStar  
1st Student  
MOHELA  
Max Federal Credit Union  
BancorpSouth  
Next Student  
Wells Fargo  
EdFinancial  
Whitney Bank  
Bank of America  
CFS  
A+ Funds

We have 5 exhibitors who are attending our conference for the first time. They are, EdFund, Next Student, Red Stone Federal Credit Union, Sallie Mae Trust, and Southwest Student Services. Remember to make these new vendors feel at home and show them our famous AASFAA hospitality.

See you at the beach!

## LONG RANGE PLANNING COMMITTEE REPORT

by Debra Talley

The purpose of the Long Range Planning Committee is to develop a strategic plan for the continued leadership and fiscal integrity of the association. The committee must develop goals and objectives that ensure the continued viability and effectiveness of the association in fulfilling its mission. The plan must be evaluated periodically and any necessary adjustments must be made.

On October 12, 2004, AASFAA's Executive Board voted unanimously to approve the "draft" long range planning document that was submitted by the committee. It is a very comprehensive plan, and will serve as a blueprint for the association to follow in future years. The plan will be in effect for five years (2004-2009), and will be reviewed on a yearly basis for any adjustments. The plan has been posted to AASFAA's website ([www.aasfaaonline.org](http://www.aasfaaonline.org)) and all members have been encouraged to visit the site and get familiar with the document.

Now that the association has a long range plan, the committee will begin to study the services, activities and roles of the association to determine if any recommendations need to be made in these areas. The committee will discuss the feasibility of having each committee and Executive Board member submit annual year-end reports to assess whether they are effectively meeting the goals and objectives of the association. In line with this endeavor, the committee will conduct a review of the association's goals and objectives (Section 2.3 of the Policy and Procedure Manual) to ensure that they remain current and are being successfully achieved.

All AASFAA members are asked to review the long range plan, and submit any suggestions or recommendations for improvement to the committee. It is very important that everyone's voice be heard, so please do not hesitate to do so.

The members of AASFAA Long Range Planning Committee are Dorenda Adams, Alabama State University, Bill Wall, KHEAA, and Dee Talley, UAB.

## **PUBLIC RELATIONS & PHOTOGRAPY COMMITTEE REPORT**

by Joan Waters

I wanted to remind everyone that pictures will be taken, printed, and displayed on a daily basis during the conference. Since we now have a digital camera and printer, everyone will be able to view our "candid snapshots" while the meeting is in progress. Just think....you will be able to "make memories" and take them home with you. Remember to always smile...you never know when you will have your picture taken!

## **SITE SELECTION COMMITTEE REPORT**

by Dan Miller

As Site Selection Chair for 2004-05, I accepted the task of reviewing potential sites for future conferences and negotiating contract details. Since accepting this challenge, a contract has been completed with Huntsville Hilton for the Fall Conference 2005 and with the Auburn Hotel and Conference Center for Fall 2006. We are currently finalizing proposals from two facilities for our Spring Conferences for 2006 and 2007.

You may recall that we are in a two-year contract with the Perdido Beach Resort and are committed for Spring 2005. They have submitted a proposal for 2006. A second proposal is being submitted by the River View Plaza in Mobile-formerly the Adam's Mark. It can accommodate our needs quite well. We are currently negotiating the room rate but it appears to be lower than the Perdido rates. The hotel will be remodeled

and updated prior to our arrival. Either facility will allow for an excellent conference.

The final proposals will be presented for approval of one by the Executive Board at their meeting on April 12. Once their decision is made, we will finalize our contract.

## **BUDGET COMMITTEE REPORT**

by Charles Markle

The Budget Committee is happy to report positive figures for the association thus far in the 2004-05 year.

As a result of the diligence shown by the Fall Local Arrangements Committee, the actual cost for the Fall Conference (\$28,979) were less than the budgeted cost (\$35,000). And, due to the generous support of our membership in the lending community through a combination of vendor space receipts and sponsorship of the various conference events, Actual income for the Fall Conference (\$40,655) exceeded budgeted income (\$31,309). Likewise, fall registration fees (\$15,783) exceeded the budgeted amount of \$10,300. Good news all around.

Initial reports from our industrious Vendor/Sponsor Chair, Lora Kiser, indicate that the association is on track to meet budget for the Spring Conference expenses. Thanks to all involved for their hard work and generosity!

I'll see you at the beach.

## **SPECIAL PROJECT COMMITTEE REPORT**

by James Bery

The goal of the AASFAA Special Project Committee during 2004-05 is to assist high school counselors in getting financial aid information to prospective college students in a timely manner. The information we provide should allow students to maximize their financial aid opportunities at the postsecondary level and possibly expand their college choice options. To accomplish this, our organization has solicited volunteers from within AASFAA to do financial aid presentations throughout the state of Alabama.

Information collected as of the date of preparation of this report indicates that success was achieved in reaching our goal. According to data compiled from reports of financial aid officers and other members of AASFAA 31 financial aid representatives from 22 institutions conducted or participated in 182 programs with over 8600 students, parents, and counselors in attendance. We do not know how many counties were included, because that information was not asked for, but a majority of the 67 counties in Alabama probably had at least one financial aid presentation.

Several individuals conducted or participated in 10 or more programs including Cindy Entrekin (13), Becky Graves (11), Sheila Murray (10), Chip Quisenberry (11), Joan Waters (22), Dot Wilkinson (14), Faye Dial (20), and Shondae Brown (13). The staff at Southern Union State CC participated in the most programs (45), followed by Bevill State CC (28), Chattahoochee Valley CC (22), and Central Alabama CC (20).

Thanks to all who are participating in getting the information out to those who need it. We will continue the project in the coming year with the goal of expanding the coverage as much as possible. Hopefully the results of the AASFAA Special Project will be a better informed group of students, parents, and counselors statewide.

## **AASFAA NEWS**

by Mike Reynolds

### **Thank You**

Dear AASFAA Family,

On behalf of myself, Robin, Lauren, and Melissa, my deepest and sincerest thank you for your thoughts, prayers, encouragement, flowers, and all condolences during our recent loss. I feel certain this has given my family and I all the strength and peace needed to carry us through this difficult time. My mother's illness has been a very long and hard battle and I was fortunate enough to have friends and colleagues there with me through all of the difficult times and to help keep my mind off the negatives in my life.

Thank you again for all of your kindness.

Michael C. Reynolds and Family

## **LENDING MATTERS**

by Tim Ballard

### **Alabama Student Loan - KHEAA Update**

#### **New Services Implemented**

KHEAA has implemented the first stages of the Zip Access student aid system. A new secure, simpler sign-on process, resulting in more secure data for lenders, schools, and students, was implemented in February. Over 28,000 students, schools, and lenders have registered through the site. KHEAA has also made enhancements to its electronically signed Master Promissory Notes to make the option a more effective tool for institutions. Changes were also made to KHEAA's internal processes to provide a more secure environment for school and lender information. ExitExpress is a new service that enables KHEAA to retrieve exit data on behalf of schools using Mapping Your Future Stafford exit counseling.

KHEAA's new Zip Decision Process, which will offer parent borrowers a choice in how they obtain approval, became available the first of April.

#### **Guarantee Volume Increases**

KHEAA guarantee volume continues to increase this fiscal year. During the first eight months of FY 2005, KHEAA's volume, including consolidation loans, increased by 19%. When consolidations are excluded, the increase is 20%.

#### **KHEAA Sponsoring Buchanan**

KHEAA is sponsoring the visit of former Alabama Congressman John H. Buchanan Jr. to our AASFAA Conference this year — the 25th anniversary of the Buchanan Distinguished Service Award presented annually by AASFAA to the individual or organization that has made significant contributions to higher education and student assistance programs in Alabama. Congressman Buchanan served with distinction as ranking minority member of the House Education and Labor Committee and was a staunch advocate of student aid programs. We are pleased and excited that Congressman Buchanan and his wife, Betty, are coming from their home in Bethesda, Md., to be with us.

#### **AlabamaMentor Session Planned**

AlabamaMentor — the popular resource for students, parents, and counselors in Alabama — will be featured at a special session during the AASFAA Conference. The Alabama site was featured at the annual Alabama Counseling Association meeting last November and continues to gain in popularity throughout the state. The Alabama Student Loan Program-KHEAA will provide brochures and other information about [AlabamaMentor.org](http://AlabamaMentor.org) at the meeting.

#### **KHEAA Is AASFAA Sponsor**

KHEAA is pleased to serve as the premiere sponsor for the upcoming AASFAA meeting and will sponsor the Awards Banquet on Thursday, April 14. Lora Kiser of the Alabama Student Loan Program-KHEAA office is the Vendor/Sponsor Coordinator for AASFAA this year and has recruited 40 vendors and sponsors — a record for the Association. Bill Wall, director of the Alabama Office, is the coordinator of the Policies and Procedures Manual and a member of the Awards and Recognition and the Nominations and Elections committees.

#### **Kiper Promoted to Training Supervisor**

Becky Kiper has been promoted to Customer Care Training Supervisor for KHEAA and the Student Loan People. Becky will be responsible for overseeing training activities in Alabama. Becky joined KHEAA in 1998 and has worked in several areas, including Guarantee Operations and Quality Assurance.

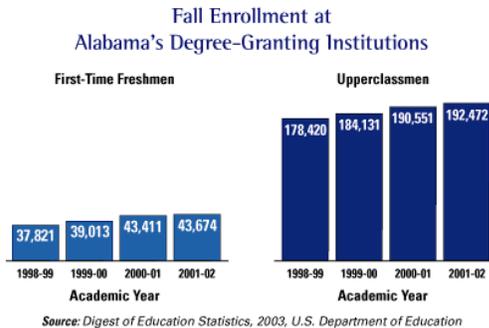
### **Alabama Meets Enrollment Needs, Provides Educational Opportunities**

Alabama shines when it comes to providing students with higher education opportunities. According to U.S. Department of Education data, Alabama's degree-

granting postsecondary institutions enrolled 216,241 students in the fall of 1998. Three years later, the state's enrollment expanded by nearly 20,000 students (9.2%) to 236,146 (see Table).

Fall Enrollment	
Academic Year	Total Enrollment
1998-99	216,241
1999-00	223,144
2000-01	233,962
2001-02	236,146

Alabama's first-time freshmen showed the same growth pattern as fall enrollment moved from 37,821 in 1998 to 43,674 in 2001. Not only did Alabama's degree-granting schools provide access to nearly 6,000 more first-time freshmen in 2001-02, they also retained greater numbers of upperclassmen (see Chart).



By meeting the enrollment needs of the state's students, Alabama's postsecondary schools are making it possible for students to reach their educational dreams.

For more information about postsecondary enrollment, contact Kent Wolfe at (800) 735-8778, ext. 6940 or Brenda Paganelli, ext. 6915.

## PROFESSIONAL DEVELOPMENT

by Allyson Wyne

### ***It's Not About the Money!***

#### **Simple and Effective Ways to Motivate Without Money**

One of the most important tasks of people-managers is motivating their people. Competent people who understand what needs to be done will find ways to get it done...if they are motivated!

Managers typically assign much more importance to salary and benefits than they deserve. Research finds these items far down the list of motivators. The two chief motivators are typically having significant work to

do and being appreciated for that work. And, what work is more worth-while than what the Financial Aid Office collectively does? Think about it! No matter what the job tasks are for any one of your people, they are collectively opening doors for students to chase their dreams. You and your staff are helping to make it possible for students to be what they want to be when they grow-up; no matter how old they are today! It is the job of the manager to make sure their staff understands this important goal. It is also the responsibility of the manager to help the team understand that their work is appreciated!

Below are a few simple ways to recognize your employees. A good rule of thumb is to simply ask employees "When you do a good job, how do you like to be recognized?" Each one of your employees is different and not everyone likes to be recognized in the same manner. For example, if your staff meets the office goal for the month and you decide to have a pizza party for the office, but half the office doesn't like pizza, where's the incentive? Are you truly motivating your people? By directly asking your team what is important to them in their careers, you can reward them accordingly!

1. Lend an ear! Listening is one of the most underutilized recognition activities and yet it's so simple to do...and cost effective! Whether a person is a peer, a direct report, a boss, or a customer, listening to them sends the message that you care...and that they are important!
2. Remember the Platinum Rule: Recognize others the way *they* want to be recognized. Don't simply assume that others appreciate the same forms of recognition that you do.
3. Be accessible! Make time for the people you work with – especially those that work *for* you. The more attention you pay, the more valued they'll feel!
4. Encourage their growth! Work with your people to develop their talents and enhance their skills. When you put time, energy, and resources into others' development, you not only recognize their potential, but you also set them up for future success.
5. Celebrate team and individual success! Consider wrapping-up meetings with discussions about employees who exhibit the positive behaviors your school or office says are important. Who has recently delivered outstanding customer service? Who is a role model when it comes to teamwork? Who has made a valuable contribution that deserves our thanks? Ask these questions on a regular basis and you'll find plenty of positive examples!
6. Each day, "catch" at least one person doing something good...and praise them. Over time, you'll develop a natural tendency to

focus on the good in people. Create a "Caught Ya' Doing Something Good" Board in your office. Make it a creative, colorful display with pictures and write-ups on employees.

7. Provide "Certificates of Recognition" to employees that go above and beyond. Certificates can be hung in office spaces as a constant reminder that you truly appreciate the work your employees do.
8. Schedule a meeting without an agenda a couple times throughout the year. Make the only topic: "I'd like to know what's on your mind." You'll demonstrate that you care and encourage communication between members of your team.
9. Place a recognition box in a common area in your office. Encourage employees to use the box to acknowledge co-workers' good performance. Keep note cards close by for employees to fill-out. If the supply is readily available, there's a greater likelihood it will be used by everyone...especially if you, as the manager, set the example. Take time during a staff meeting to recognize the "star performers!"

In addition, make sure that the recognition you provide is: 1) Timely, give recognition as soon as possible after

the good performance takes place 2) Specific, tell the person exactly what they did that was good 3) Sincere, insincere praise is usually worse than none at all 4) Individual, focus on individuals rather than groups 5) Personal, adjust the style and method of recognition to the receiver 6) Proportional, match the amount and intensity of recognition to the achievement.

Finally, be creative! Providing appropriate recognition to your employees can boost morale and increase productivity and performance. Try to step back from your Financial Aid role and remember, when it comes to *recognition*, at least you can finally say, "*It's not about the money!*"

*Allyson Wynne is a Professional Development Manager with Citibank - The Student Loan Corporation. She regularly presents seminars for Financial Aid Offices and Conferences across the country.*

### **UPCOMING EVENTS**

AASFAA Spring Conference .....	April 13-15
Perdido Beach, AL	
SASFAA New Aid Officers Workshop .....	June 19-24
University of North Carolina - Ashville	