



AASFAA Newsletter

www.aasfaaonline.org

Fall 2002 Edition, September 20, 2002

PRESIDENT'S REPORT

by Mike Reynolds

I hope that everyone has gotten the school year off to a fabulous start. I am extremely excited about being your President this year and hope that we accomplish many of our goals and objectives for the financial aid community. We are indeed in the midst of a very exciting time in our association as we prepare for hosting next year's SASFAA Conference in Birmingham. We will certainly make sure that the southern region has a taste of our "Alabama hospitality". I hope that you will all join me in encouraging our colleagues in coming to Birmingham to see "Why Stars fell on Sweet Home Alabama!"

The Program Committee has worked diligently to develop a great fall conference at the Mountain Brook Inn in Birmingham. We hope that our location change has not provided any hardships but the executive board wanted to assure that we protected the comfort of our members and we felt that the Guntersville State Park had not completed the required renovations to assure the minimum accommodations required. We have an exciting and different agenda that should assure that we have all of the "Financial Aid Tools for our Tool Belt" as we head into Reauthorization and all of the other financial aid "construction" that we are constantly faced with.

I truly look forward to working with each and every one of you to make this year eventful and productive for the Alabama financial aid community. As we combat the lack of resources for travel and training, we as an association must come up with creative and affective ways to provide the much needed services that our institutions and students deserve. I feel certain with all of us working together toward a common goal we can accomplish our objectives effectively and expediently.

Hope to see all of you in Birmingham for the Fall Conference. I can assure you that you will return to your office well equipped to tackle the upcoming year's opportunities and obstacles.

PAST PRESIDENT'S REPORT

by Dot Wilkinson

As Past President of AASFAA, I have the pleasure of serving on the Nominations and Elections Committee for SASFAA. We need some good candidates from AASFAA to run for SASFAA offices. If you are interested in running for SASFAA office, or know someone you would like to recommend, please contact me at (256) 395-2211 or dwilkinson@suscc.cc.al.us.

Nominations for AASFAA officers for 2003-04 will be next on the agenda. Please be thinking about these positions also.

TREASURER'S REPORT

by Lora Kiser

I'm sure everyone is counting down the days to the conference in Birmingham. Registration forms are slowly coming in. So far, we have 56 members registered. The deadline is Friday, October 4. I need a form from everyone attending so we can get a good count for the meal and break functions. If you haven't registered, please do so. All registration information is on the website. The total registration fee is \$100.00, which includes the \$15.00 membership dues.

If you have any questions, please call me at 1 (800) 721-9720 or email kiser@kheaa.com. I look forward to seeing you in Birmingham!

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VENDOR/SPONSOR'S REPORT

by Charles Markle

Plans for the AASFAA Fall Conference, October 15-18, in Birmingham at the Mountain Brook Inn are well under way. The program offers several good sessions that will surely benefit our association membership, and ultimately those we serve.

As a relative new comer to AASFAA I have been impressed with the strong partnership between the lending community and Alabama's financial aid administrators, both representing the interests of our students and parents in higher education. This tradition of co-operation is of obvious benefit to all concerned. I am happy to have the opportunity to contribute as Vendor/Sponsor Coordinator this year along with Tonya Till, who is kept very busy keeping me on the straight and narrow. Tonya and I are excited about the possibilities the conference holds for our lenders and financial aid administrators to share, to learn, and to bring the best possible service to the people of Alabama in higher education. Together we can *all* make the 02/03 AASFAA experience the best ever!

This fall we have one of the larger lender turnouts for the conference that we have seen in recent times. We have invoiced 24 vendor spaces to date, and anticipate further participation. These relatively large numbers will push our accommodations to the max and, consequently, the vendor spaces will be in more than one location.

Each year various lenders generously contribute to sponsor the activities of the Association during the year, especially at the fall and spring conferences. Let's be sure to let the lender representatives know how much we appreciate their efforts! The association would not be what it is without such support.

A reminder to those wishing to send material to the hotel ahead of their arrival -- please clearly mark the label:

The Mountain Brook Inn
2800 US Highway 280
Birmingham, AL 35223
Attention: AASFAA CONFERENCE

Due to limited storage space the hotel management requests that materials should arrive no sooner than Monday, October 14, 2002. Vendor set-up begins at 5 p.m. Tuesday, October 15. We welcome any "bag stuffers" for the registration packets.

Our AASFAA President, Mike Reynolds, would again like to stress that all vendors and sponsors be mindful that when an event is sponsored by another lender or by AASFAA, not to take participants to a separate event during that time. As you know, when you sponsor an event you want the largest audience that you can obtain so as to not lessen your investment.

See you in Birmingham!

AASFAA NEWS

by Brandon Fee and Dot Wilkinson

New Positions

ITT Technical Institute in Birmingham, Alabama would like to welcome Steve Meeks as our new Director of Finance. He replaces Brandon Fee who moved onto headquarters in July of 2002. Steve, a finance graduate of The University of Alabama, began work on the first day of fall classes, September 9, 2002. After spending most of his first week in the bookstore, he is starting to feel settled in his new surroundings and is looking forward to a long, exciting, and successful career with ITT Technical Institute.

Ellen Canada has recently joined the financial aid staff at Southern Union State Community College. Ellen comes to Southern Union with an extensive background in financial aid. She formerly served as the Director of Financial Aid at Jeff State Community College in Birmingham. She has also worked at Jacksonville State University and Montevallo University. Her experiences and abilities are welcomed at Southern Union. Ellen resides in Opelika, AL

SASFAA NEWS

by Dorenda Adams

2003 SASFAA Annual Conference

Registration is officially over, FISAP is in the mail and Federal Pell is reconciled! Staff members are taking a much needed and well-deserved break. Now is the time to plan your trip to the 2003 SASFAA Annual Conference.

Make your reservations now to attend the 40th Annual SASFAA Conference to be held on February 23-26, 2003 at the beautiful Adam's Mark Hotel and Resort in the lovely "Sunshine State" of Florida. Call (904) 633-9095 and identify yourself as a SASFAA attendee.

The Conference Committee met at the Adam's Mark Hotel and Resort in Jacksonville on August 2-4, 2002 to begin planning for an exciting conference that is guaranteed to help you grow professionally and to celebrate 40 years of SASFAA history. The program will be designed to meet the expectations of new, intermediate, and experienced aid administrators.

The members of this year's conference committee are:

- Janet Sain - ECPI College of Technology, NC, Conference Chair
- Sonja McMullen - Sallie Mae, Inc., SASFAA Treasurer, Ex-officio, TN
- Bruce Crain - Mississippi State University, MS
- Lester McKenzie - Lees-McRae College, Ex-Officio, NC

- Lisanne Masterson - Brevard College, NC
- Don Rhoads - EdSouth, Local Arrangements Co-Chair, FL
- Karen Koonce - Tidewater Community College, SASFAA President, Ex-Officio, VA
- Ellen Green - Charleston Southern University, SASFAA Vice President, Ex-Officio, SC
- David Bartnicki - US DOE, GA
- Lori Dial - Murray State University, KY
- Earl Mayo - SC Higher Education Tuition Grants Commission, SC
- Zita Barree - Virginia Commonwealth University, VA
- Alan Whittington - Wilkes Community College, Vendor/Sponsor, Ex-Officio, NC
- Tom Dannelley - Bank of America, TN
- Denise Wendle - Educaid, Local Arrangements Co-Chair, FL
- Dorenda Adams - Alabama State University, AL

Join them as we celebrate our anniversary with a Ruby Ball on Tuesday night where they will be dressed in all their finery; with the President's reception at the Museum of Science and History, and with the return of many of SASFAA's Past Presidents!

Watch the SASFAA listserv for information about the conference. The conference web site is currently under construction and should be available by the time you receive this notice!

See You in February 2003!

LENDING MATTERS

by Lori Powers and David Long

Alabama Student Loan Program-KHEAA

New Web Site Devoted to Alabama

KHEAA is pleased to announce a new web site devoted exclusively to the Alabama students and parents. The new site, www.alstudentaid.com, will go live this fall and provide a comprehensive source of information about higher education opportunities and student financial aid. Watch for details via KHEAA Partners.

ELM Membership

KHEAA is now partnering with ELM Resources. ELM is a nonprofit company supported by lenders, guarantors, and servicers for automated FFELP processing. KHEAA joins ELM to give our school partners options to consider for loan processing. Some of the options include:

- One processing system for FFELP
- Online access to status information and changes
- A variety of reports
- Security to protect your students' information
- A history log for audit trail and counseling

- Hold and release of disbursements

If you have questions or need more information, please contact Robin Buchholz at rbuchholz@kheaa.com, Karen Haney at khaney@kheaa.com, or Mary Henry at mhenry@kheslc.com.

Alabama Affording Higher Education

KHEAA will expand its services to Alabama students and schools by producing an Alabama version of the popular *Affording Higher Education*. The Kentucky version of this book, now in its twelfth edition, lists more than 3,100 different student financial aid programs available to Kentucky students. Staff began working on an Alabama version earlier this year. Tentative plans are to send it to the printer by the end of January 2003.

College fair to offer free financial aid information for high school students

Several AASFAA members are participating in a free College Financial Aid Fair being held at the Harbin Ag Center in Luverne on Tuesday, September 24, at 6 p.m., for all Crenshaw County and area high school sophomores, juniors, seniors and their families.

Mike Reynolds, Auburn University Financial Aid Director, and Rosemary Tutt, National Education Account Manager, will present information on obtaining grants, scholarships, and student loans. Financial aid officers Dorenda Adams of Alabama State University, Donna Bass of Lurleen B. Wallace State Junior College, and Carol Supri of Troy State University will join Jeff Golden of the Alabama Student Loan Program-KHEAA and SouthTrust Bank Vice President Cindy Massey in talking with parents one-on-one about college costs and how to complete the *Free Application for Federal Student Aid* (FAFSA).

Students and parents will be provided copies of the 2002-2003 edition of *Getting In*, a free guide to higher education in Alabama published by the Alabama Student Loan Program; the 2002-2003 FAFSA; *Financial Aid Sources in Alabama*, published by the Alabama Commission on Higher Education (ACHE); and the *Alabama College Costs 2002* poster, published by the Alabama Student Loan Program in cooperation with the Alabama Association of Student Financial Aid Administrators (AASFAA).

For more information about the College Financial Aid Fair, contact Lora Kiser at (800) 721-9720, fax (334) 265-9750, or e-mail lkiser@kheaa.com.

Loan Servicing

The Student Loan People, KHEAA's sister agency, and the Alabama Commission on Higher Education (ACHE) have entered an agreement to provide loan servicing for ACHE.

Robinson named Chief Financial Officer of KHEAA

Charles J. Robinson has been appointed Chief Financial Officer of KHEAA effective October 1. He brings over 13 years of experience in student loan finance, and his expertise will be invaluable as we work with others throughout the state to help Alabamians achieve their postsecondary goals. Charles most recently served as Senior Vice President of Finance of a

student loan secondary market servicer, has a bachelor's degree from West Texas State University, and is a Certified Public Accountant.

FFELP Workshop

The Alabama Student Loan Program will conduct a FFELP workshop from 9:30 a.m. until 3:15 p.m. on Wednesday, November 13, for new and experienced financial aid officers. The workshop will be held at the Alabama Student Loan Program offices in Montgomery. Sessions will focus on loan requirements and eligibility issues; EFC and the FAFSA; disbursement, delivery, and cash management; and problem resolution. To register or for more information, contact Tommy Dismukes at 1(800) 721-9720 or tdismukes@kheaa.com or Lissa Caldwell at 1(800) 928-8926 (option #4, then 7277) or lcaldwell@kheaa.com.

Student Loan Amnesty

KHEAA initiated a new amnesty program for borrowers who have defaulted on their KHEAA-guaranteed student loan. Through the end of September, KHEAA is forgiving all collection charges for borrowers who pay their entire interest and principal. There have been 193 offers accepted for a total of \$676,718 in principal and interest. To date, \$112,777 of that amount has been recovered.

USA Funds Launches *Education Access Report*

USA Funds®' new electronic newsletter, *Education Access Report*, offers financial-aid and education-lending professionals weekly updates on the latest education-access and higher-education-finance issues and trends.

To access *Education Access Report*, go to www.usafunds.org and select "The Latest News" in the Express Links drop-down box. The newsletter makes it easy for financial-aid professionals to find the information that interests them, because it is organized by the following categories:

- **Operations Bulletin** provides articles and information about USA Funds policies and procedures, as well as loan-program regulatory updates.
- **Tech Talk** advises readers about new technology for the delivery of financial aid, including enhancements to products and services such as NetWizard, CommonLine and e-signature.
- **USA Funds Update** offers the latest USA Funds news, including training opportunities, research, scholarship opportunities and updates to the USA Funds Web site. The category also features staff and customer profiles.

- **Debt-Management Perspectives**, USA Funds' debt-management newsletter, has been incorporated into *Education Access Report*. This section provides information about programs that campuses are using to prevent defaults, debt-management updates and the latest news about workshops, consultations and other programs offered through USA Funds' debt-management initiative.
- **Washington Report** delivers the latest legislative updates from our nation's capital.
- **Access to Education** shares articles and information on issues regarding access to education, including research, philanthropic efforts, early-awareness programs, community involvement and scholarship programs.

To subscribe to receive e-mail notification of each new issue of *Education Access Report*, visit the subscription page at www.usafunds.org/eareportsub/eareportsub.asp.

'Unlock the Future' Focuses on Early Awareness

A new informative and motivational program developed by USA Funds® aims to unlock brighter futures for middle-school students.

Unlock the Future™ is an easy-to-use video presentation that offers complete information about the value of education following high school, the range of education options available, and the wide availability of financial aid. USA Funds will make the program available for schools and community organizations to deliver to students in grades six through nine, as well as their families.

Unlock the Future offers two presentations:

- **Student Track** — Challenges students to dream by teaching them about career and education options and encouraging them to plan for their future. The presentation includes a 20-minute video hosted by middle-school students and featuring real people and their stories. Segments focus on 21st-century career options, planning ahead, course selection and the value of higher education.
- **Family Track** — Complements the student presentation by helping family members play an active role in their children's future. The program includes a 30-minute "Oprah-style" talk-show video with segments covering the value of higher education for their children, 21st-century career options and financial-aid availability.

A "how-to" guide for facilitators accompanies materials for each presentation, along with take-home materials and gifts for participants.

USA Funds will introduce Unlock the Future as a pilot program with schools and community organizations in the fall. The free program will be offered nationwide in 2003.

For more information about Unlock the Future, contact Renee Minor, managing director, Debt Management, toll-free at (866) 497-USAF (8723), ext. 8006, or reneeyl.minor@usafunds.org. You also can call your USA Funds debt-management consultant, Mae Dunn-St. Julien, toll-free at (866) 497-USAF (8723), ext. 7880, or by e-mail at estjulie@usafunds.org.

PROFESSIONAL DEVELOPMENT

By Dan Brent and Grady Collins

Voting Time!

Do you sometimes get a little cynical about politics? The "mid-term" elections are coming up and, personally, I have a mind to vote against all of the incumbents. Or not vote at all! Be encouraged by the fact that the ubiquitous political ads on television are part of our GNP.

I live in upstate New York. Our state constitution requires adoption of a state budget by April 1 each year, but that hasn't happened on time in years and years. Often it is summer before the New York politicians finish quibbling over the state budget. That delay creates all sorts of planning problems for schools, local governments, etc. I'm always tempted to delay paying my state taxes until two weeks after the budget is adopted. But I'm sure there is money somewhere to put me in jail if I did that.

This year the New York legislature redrew congressional district lines and the Democratic sections of Buffalo and Rochester were put into the same gerrymandered, barbell-shaped district. A narrow 70-mile strip of Lake Ontario shoreline connects the two ends of the new district. Honest! There are two or three other congressional districts that you have to pass through to get from one end of the new district to the other end—unless, of course, you walk the beach.

You probably have similar quarrels with your own representatives and their political antics. If you choose to, you can make those an excuse to "throw the bums out" or just not vote! It's an option. In Minnesota the election of Jesse Ventura, wrestler and governor, is a case-study of what disgruntled voters are capable of doing.

But here is an insight that I found heartening. I recently read *Franklin: the Essential Founding Father* by James Srodes. Franklin was amazing; the history I studied did not do justice to the critical role he played in the American Revolution. At the end of the book, the author recounts Franklin's role in the convention that developed the American Constitution. By 1787 he was

old and ill. His efforts to address slavery had dissipated in compromise and chosen neglect. Each delegate seemed more committed to preserving his state and regional interests than in creating a union. By September 17, the day of the vote, there was serious doubt about whether the final draft would command a majority.

George Washington, presiding at the convention, selected Franklin to move for adoption of the final draft. James Wilson read the speech because Franklin was too weak. Srodes includes the text of the speech in his book. The main thought was that, while it may not be a perfect document, it was the best that they—or probably any group—could create. "For when you assemble a number of men to have the advantage of their joint wisdom, you inevitable assemble with those men all their prejudices, their passions, their errors of opinion, their local interests, and their selfish views." Franklin confessed that his long life had taught him that often the personal judgements that he considered infallible had proven to be flawed after all and that someone else's wisdom may, in the end, prevail as best. "Thus I consent, Sir, to this Constitution because I expect no better, and because I am not sure that it is not the best."

Thirty-nine of the 42 delegates voted yes and the great American constitutional experiment had begun.

So I will vote on November 5. Not because I have found angels among the candidates. And not because my single vote will repair all the limitations I see in government. I will vote because that is one little contribution I can give to making this country work. Join me.

Dan Brent is a Professional Development Officer with Citibank. He regularly presents seminars for Financial Aid Office staff and management people.

It's the Little Things That Matter: Tips on Improving Office Work Flow

The clock is ticking, the flow of paperwork is increasing, and the buzz on campus intensifies as everyone prepares for the coming semester.

You probably remind yourself you've been through it before. And now you're going through it—again. Even though your team seems to prepare well every year, there are always those "tiny things" that seem to slip through the cracks.

Do yourself and your team a favor—share this brief article with them. It never hurts to brush up on helpful information to keep the process churning along.

Be considerate of your colleagues

With a high level of traffic in the office, time becomes a premium. Be considerate of your colleagues' appointments and meetings. If you need to ask a busy coworker a question, think of ways of communicating rather than interrupting an exchange with a customer.

A quick e-mail message, written note, or voicemail message saves you from interrupting others. Remember to pay attention to body language and non-verbal expressions. You can always get a quick clue on whether your request is welcome at that moment.

Establish a game plan

Chances are most of the interactions with your customers will be routine and easy to handle. However, there are always those exceptions. Identify one team member to serve as “ombudsman.” This individual should know the industry and your processes well. He or she should be willing to handle more complicated tasks. Give your ombudsman a separate area to work, away from the view of others, and give that person leeway to get their tasks done. This person should not be bothered unless absolutely necessary.

Maintain a professional image

Inevitably you may find the need to resolve an unpleasant situation with a co-worker. The nature of a high-paced environment and the increasing demand for your office’s resources make this very possible. Remember that when you are in line of sight or sound of your customers, they are watching every move and listening to every word. For the time being, you are “on stage.” Keep complicated exchanges to a minimum. Save your issues for a time when you and your co-worker can hold a discussion in a closed office, or even better, away from the building. Don’t holler or shuffle around too quickly. It will make you and your office look inefficient and unprofessional.

Remember phone etiquette

Pause a moment before you answer a phone call. Smile and focus as you pick up your receiver. People can pick up on your attitude when you answer a call. Greet the caller enthusiastically, introduce yourself, and offer your assistance. Take notes. If you must transfer the call, give the caller instructions on how to call back if the line is disconnected. When you transfer the call, share the caller’s identification, situation, and needs with the person who answers the transfer. Nothing frustrates a caller more than having to repeat the same information several times.

Put yourself in your customers’ shoes

One inescapable part of your work is dealing with different personalities, attitudes and behaviors. This can be the best and worst part of your job. Just as easily as you gain a sense of accomplishment in helping others that are thankful, you can become discouraged by those that grow frustrated, impatient, or angry.

Remind yourself that it is difficult to control behavior, but easier to influence it. Be sympathetic to your customers’ frustrations, but recognize your professional responsibility at all times. Outline alternatives if possible, or offer to provide extended counseling when you become available.

Above all else, remember not to take unpleasant exchanges personally. One of the greatest challenges of every financial aid professional is to provide limited resources to a seemingly unlimited population. Your

mission is to do it responsibly and as efficiently as possible.

Keep your life in perspective

When all is said and done, remember that life will go on. Students will attend their classes, faculty will teach, and your team will add to its chest of war stories. True, this is only another small step in the life experience of financial aid for many students—but it is an important one.

After the rush has diminished for the moment, take an opportunity to thank your colleagues, sort your materials, and prepare for tomorrow.

Get more helpful ideas

If you’re up for more great ideas, get a copy of *TG Connection* titled “*Splashy Strategies: 10 things you can do this summer to prepare for fall and beyond.*” The issue is full of ideas for office enhancements, including thoughts on organizing, communicating, and training.

To order free copies for you and your colleagues, send your full name, institution, mailing address and phone number to TG Communications at communications@tgslc.org. Please specify that you are requesting copies of the “Splashy Strategies” issue. Tell us how many copies you are requesting, and whether you would like to be added to our subscription list.

Grady Collins is a National Account Representative with TG serving schools in Alabama. You can reach Grady at (800) 252-9743, ext. 4970, or by e-mail at grady.collins@tgslc.org. Additional information about TG can be found online at www.tgslc.org.

FEDERAL UPDATE

by David Bartnicki

1. Federal Registers

8/8/2002 – NPRM Title IV Program Issues (Please note that these are PROPOSED regulations and are subject to change when final regulations are posted by November 1, 2002)

- Clarify Change in Ownership issues and expand definition of family
- Eliminate 12-hour rule and replace with one day rule
- Amend payment periods for nonterm credit and clock hour programs to include the completion of weeks as well as clock or credit hours and addresses when a student withdraws from one of these programs within or after 180 days
- Clarifies incentive compensation by providing 12 “safe” payment examples
- An institution is determined to be “required to take attendance” only if an

- outside entity requires the school to take attendance
- Allow multiple LOAs but can't exceed 180 days in a 12-month period
- Student remains eligible if Perkins or Title IV grant overpayment is less than \$25
- Eliminate 12 month expiration rule for ATB tests
- Late disbursement timeframe expanded to 120 days
- Eliminate requirement that school confirm receipt of electronic notice sent to student for crediting loan funds to student account
- Unearned funds must be returned within 30 days from date of determination except that if a check is used to return funds, the check must be received no later than 45 days
- No LOC is required for late refunds if the LOC would be less than \$5000 AND the school has cash reserves of \$5000
- Expand student services definition and broaden FWS jobs for proprietary school students
- Remove requirement that financial aid be awarded in a specific order for GEAR UP students

8/6/2002 – NPRM Title IV Loan Issues (Please note that these are PROPOSED regulations and are subject to change when final regulations are posted by November 1, 2002)

- Exclude from rehabilitation defaulted loans on which a judgment has been obtained
- Requires proper electronic storage of electronically signed P-Notes
- Change monthly payments used to determine economic hardship
- School must ensure, but does not actually have to provide, entrance and exit loan counseling
- May not link separate, stand-alone programs to allow students to be eligible for higher annual loan limits
- Simplify unemployment deferment process
- Discharge of consolidated loans in certain circumstances
- Allows for a Perkins MPN and increases Perkins write-off amount
- Requires transfer of funds to Department when school leaves Perkins
- Coordinate monthly Perkins payments with other schools only at request of student
- Copy of Perkins P-Note provided at exit counseling only upon borrower's request
- School has the option of assessing late charges in the Perkins Program
- Clarifies Perkins credit bureau reporting requirements
- Revises Perkins litigation review/threshold
- Optional for the Secretary to require a school to reimburse the Perkins fund if the assigned loan is unenforceable due to school error

- Revises eligible lender definition and amends repayment requirements for FFEL
- Allows FFEL lender ability to grant a discretionary forbearance without written agreement for natural disasters or emergencies
- State Guaranty agencies that have not assigned to other guaranty agencies loans affected by bankruptcy are not required to file proof of claim on loans due to sovereign immunity
- Guaranty agencies have 90 days for disability claim determinations
- Revised what is included in Direct Loan default rate calculation
- New expiration date for Direct Loan MPNs processed after 7/1/2003

4/19/2002 – Ability-to-Benefit Tests

- TABE Forms 5 & 6 Level A no longer eligible and new passing scores effective 6/18/2002

2. Dear Colleague Letters

Campus-Based

- CB-02-14 – 2001-2002 FISAP Report Instruction Booklet
- CB-02-08 – New Total and Permanent Disability Discharge Procedures for Title IV Loans - Effective July 1, 2002
- CB-02-05 – Revised Procedures for Assigning Perkins Loans

General Provisions

- GEN-02-06 - Expiration of the current statutory exceptions to certain loan disbursement rules for low-default rate schools.
- GEN-02-04 – New Total and Permanent Disability Discharge Procedures for Title IV Loans - Effective July 1, 2002
- GEN-02-02 – 2002-2003 ISIR Guide
- GEN-02-01 – Changes to 2002-2003 Application Processing System

Annual

- ANN-02-05 – October 24, 2002, FSA Satellite Videoconference
 - Application Processing for 2003-2004

3. Electronic Announcements

- 9/11/02 - 2002 Electronic Access Conference(s)
- 9/9/02 - FY 2000 Official Cohort Default Rate Notification Letters Mailed to Schools
- 9/01/02 – New School Portals Website – fsa4schools.ed.gov
- 8/20/02 - Campus Crime Data Due by October 14, 2002
- 8/19/02 - 2002-2003 Student Guide Correction
 - PLUS Loans and the FAFSA
- 8/9/02 - SAIG Network Password Expiration Reminder

- 7/17/02 – Updated “Sources of Assistance for Schools” reference guide (sfadownload.ed.gov)
- 7/10/02 - Campus-Based non-matching waiver for Title III/V eligible institutions during the 2002-2003 school year
- 6/24/02 – Suspension of Arthur Anderson
- 4/9/02 – Enhancements to FAA Online
 - enter, transmit, view and correct CPS data
 - fafsa.ed.gov/FAA/faa.htm

4. Training

www.ed.gov/offices/OSFAP/sfau/index.html)

FSA University has enhanced their training and registration website. Individuals will now need to develop a user ID and password in order to register for Department training. Please take the time to become familiar with these changes by exploring the website and reading the registration user guide.

- New FAA Training
 - Gresham, OR – 10/21-25/02
 - Ankeny, IA – 11/4-8/02
- Precertification
 - Atlanta – 11/18-22/02
- Delivery System Training – Winter 2003 (December-March)
- Cash Management Training – Summer 2003

5. IFAP information

- ED presentations
 - go to Current Publications by Title; then Conferences and Presentations
- Common Origination and Disbursement (COD)
 - go to Current Publications by Title; then COD

6. Case Team Notes

- Please make sure that your school is inputting Transfer Students into the new NSLDS Transfer Monitoring system – this is a REQUIREMENT!
- In an effort to maintain program integrity within the FSA programs, the Government Accounting Office (GAO) is currently working with case management teams to identify and analyze schools that have a high percentage of dependency overrides. The national average for dependency overrides is only 2.8%.
- Unfortunately, Laura Hall has moved back to Direct Loan School Relations. However, Laura is still able to provide assistance on Title IV systems (i.e. EDEXpress). She can be reached at 404-562-6265 or laura.hall@ed.gov.
- John Frohlicher, Senior Eligibility Specialist, will be retiring from the Atlanta Case Management Team at the end of December. John can be reached at 202-377-4219 or john.frohlicher@ed.gov.
- Remember that you have a Point-of-Contact (POC) responsible for working with your school on the Atlanta Case Team. If you do not know your POC, please call our main number at 404-562-6316.

<u>UPCOMING EVENTS</u>	
AASFAA Fall Conference ----- Auburn, AL	Oct. 16-18
SASFAA Conference ----- New Orleans, LA	Sept 23-26