



**FASFAA SPRING NEWSLETTER
SUPPLEMENT**

April 5, 2011

Volume 1 Issue 3



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Hello!

I imagine you didn't think you would see another newsletter for quite a while. However, I find that I omitted articles that had been sent to me, in error, and I wanted you to be sure to not miss out!

Also, since the spring newsletter was published, there was a Regulatory Update 2011 held in Orlando. I've included some pictures from that federal training. Trainers were Angela Smith and Virginia W. Hagins. Were you caught by the camera?

In the business of this financial aid season, please be sure to take in, if but just a moment, the beauty of the season!

Sheri Ogorek
FASFAA Newsletter Chair



Message from the NASFAA President



Dear FASFAA Colleagues,

I hope you are considering attending the FASFAA Annual Conference being held May 31-June 3, 2011 in beautiful Naples, Florida. I would strongly urge you to take advantage of this very important training and networking opportunity.

Now is a time of great change in financial aid and the future is unclear. Threats come from both inside and outside the aid office. As of today, student aid funding for 2011-12 is in jeopardy. If Congress reduces funding for Pell Grants, schools could be forced to retract financial aid offers and make downward adjustments to student aid packages. Simultaneously, financial aid offices and the services they provide are being strained by increasing regulatory and administrative burdens and shrinking operational budgets. Nine out of ten NASFAA members say they have fewer resources for critical student services that promote college access, success, and successful student loan repayment. Getting involved in your professional association allows you to have a voice in the critical issues impacting your work!

As we envision our future in the financial aid profession, I urge you to also envision *your* future career in financial aid. Your national association (NASFAA) is reliant on regional and state associations—such as FASFAA—for building a national volunteer community of financial aid administrators who are dedicated to growing and supporting this critical profession. One of the best ways to get involved is by attending your state association's annual conference. And while you are at the conference—be sure to get to know your peers. The people around you are your “brothers and sisters in arms”—like you, they are working every day to administer the federal, state, and institutional programs that open doors to educational opportunity.

Thanks for all you do to help students.

Sincerely,

Justin Draeger

NASFAA President

Sponsorship for the FASFAA Annual Conference

Lidiette E. Esquivel

Hello FASFAA,

FASFAA is pleased to offer you, our colleagues in the business sector, an opportunity to make a significant difference in our students' lives by supporting the training of our financial aid professionals. Our [FASFAA Annual Conference](#) is coming soon, and here's your opportunity to showcase your products and services to hundreds of colleges and universities across the state.

As an extra incentive to help support our conference, you can take advantage of some significant cost savings that have been incorporated in our pricing. Please review this list of various opportunities and determine which ones you would like to support. You can indicate your preference by completing an online [Participation Form](#) found on the FASFAA web site.

This Participation Form must be received by **April 1, 2011**, along with full payment, in order to be eligible for the early bird registration. The form must be received by **May 1, 2011** to reserve space in the vendor area.

FASFAA looks forward to your participation as an Exhibitor or Supporter of our FASFAA Annual Conference to be held May 31st - June 3rd in Naples at the [Naples Grande Beach Resort](#). We look forward to working with you at this conference. Please feel free to contact me if you have any questions.

Lidiette E. Esquivel

FASFAA 2010 Sponsorship Chair

University of Miami School of Law

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FASFAA ANNUAL CONFERENCE
MAY 31 - JUNE 3, 2011
NAPLES, FLORIDA



Dear FASFEE Colleagues,

The FASFEE 2011 Annual Conference is being held May 31-June 3, 2011 at the Naples Grande Beach Resort, The Waldorf Astoria Collection, 475 Seagate Drive, Naples, Florida. We are changing the format this year. The Pre-Conference Workshops begin on of May 31st and the Opening Session will be in the late afternoon.

I am happy to announce that **Conference Registration is now open!** Thank you all for your patience as we worked to provide a more seamless process for our attendees.

Let me just share a few important items with you:

- ◆ We have developed a comprehensive online “2011 Annual Conference” section on the FASFEE web site located under the “Activities & Events” tab. The FASFEE web site is at www.fasfaa.org.
- ◆ Take time to review the “Message from NASFAA” on the Conference web site. NASFAA President, Justin Draeger has an important message that he sent conveying the importance of attending our conference to receive the vital training necessary for FAA’s to deal with the “changes” occurring in financial aid.
- ◆ The Tentative Agenda has been posted and is constantly being updated. So, continue to check the agenda frequently for any changes.
- ◆ The Conference Registration Fees are outlined on the Registration Page. This year, with the approval of the Executive Board, \$30.00 of your conference registration fee will be applied towards your 2011-2012 FASFEE Membership. *Note: The Pre-Conference Fees are separate from the conference registration.*
- ◆ The Hotel Information Page has all the information you need, including a link to complete online reservations. The room rate is \$139/night for single or double occupancy. *Please note: The FASFEE rate does include a WAIVED resort fee, even though when you are completing the online reservation, a notice may appear that you will be charged a resort fee. When you complete the booking of your room, the fee should not be assessed for the conference dates.*

Remember we will continue to update the conference web site with further information, so check it often! At this time, we invite you to go ahead and move forward with BOTH your hotel reservation and conference registration.

We look forward to seeing you in Naples, FL.

Brenda M. Brown, Chair

FASFEE Conference Committee

FASFAA 2011 Conference

“Envisioning Our Future”

Speakers and Presenters



Welcome Speaker

Dr. Terry McMahan, President

Hodges University

Tuesday, May 31, 2011

Opening Session



Regional Guest, Speaker and Presenter

Brad D. Barnett, MS, AFC

SASFAA President-Elect

Senior Associate Director, James Madison University

Tuesday, May 31, 2011

Opening Session – SASFAA Update

Wednesday, June 1, 2011

Concurrent Sessions



Federal Trainer/Presenter

David Bartnicki, Federal Training Officer

U.S. Department of Education

General Sessions and Concurrent Sessions

Wednesday, June 1 – Friday, June 3, 2011



Keynote Speaker

Wintley Phipps, Founder and CEO

U. S. Dream Academy

Thursday, June 2, 2011

Luncheon

When a FASFAA member was told Mr. Phipps was going to be our keynote speaker at this year's conference, this was her reaction:

“I heard Mr. Phipps speak at our FASFAA Conference in Orlando several years ago and was moved by his inspirational words. We also were treated to Mr. Phipps' amazing singing voice, and I was personally brought to tears by his voice and words. I am looking forward to the keynote address and to Whitley Phipps being part of the 2011 FASFAA Conference.”



Regulatory Update 2011 was held in Orlando on March 28 and 29 at Valencia Community College West Campus. Both days were well attended.





Federal trainers were:
Angela Smith
and
Virginia W. Hagins



Florida Department of Education, Office of Student Financial Assistance (OSFA)

Spring is definitely here! And with spring comes those annual reporting deadlines for state scholarship and grant programs. Put these dates on your calendar.

Reporting Deadlines to Remember:

30 days after the last day of the term: Term 2 semester refunds of Bright Futures-funded dropped/withdrawn courses are due to OSFA.

30 days after the last day of classes or June 30, whichever comes first: Grade & Hours (G&H) reporting begins May 1st. To better assist our students, please have your Bright Futures, Scholarships for Children/Spouses of Deceased or Disabled Veterans, Robert C. Byrd, Rosewood, and José Martí G&H submitted by May 20. The earlier we can inform students of their renewal status, the better it is for them to plan their budget for their next academic year.

June 1: Reconciliation of academic year program budget reconciliation is due.

June 8: Postsecondary Institution Renewal Application opens online May 2nd for 2011-12 institutional evaluation.

The 2011 Florida Legislature begins March 8, 2011. As of February 15th, OSFA is watching 24 out of 1,158 bills for issues relating to state scholarships and grants. OSFA will present information about the Florida Legislative Session at the FASFAA Region V Spring 2011 Workshop at Nova Southeastern University, presented by Lori Auxier, OSFA's regional representative.

Be sure to keep up with **OSFA's staff changes**. You can find updated contact information on the web under [Program Contacts](#).

Here is a link to copy/paste of all of the presentations from the

New Aid and Intermediate Training that was held in Clearwater in February.

Well done FASFAA trainers!!

http://www.fasfaa.org/index.php?option=com_content&view=article&catid=19%3Asite-content&id=64%3A2011---new-aid-and-intermediate-workshop&Itemid=107

David Bartnicki's message to SASFAA

Dear SASFAA,

I hope this message finds everyone doing well. As usual I just want to pass on some TIV information.

A few Dear Colleague Letters of importance have recently come out and based upon recent training many schools were unaware of their release and/or significance so I just wanted to point out a few highlights.

GEN-11-05 (State Authorizations, Incentive Compensation and Misrepresentation)

This DCL provides a series of Q & As and additional guidance around these three topics that are contained with the new program integrity federal register (10/29/10). If you have questions related to these areas I strongly encourage you to review this letter. Some key topics include – distance education state approval timeframes for 2011-2012 and good faith efforts; covered and exempt activities subject to the incentive compensation ban (including examples) and the three main substantial misrepresentation areas.

GEN-11-06 (Credit Hour Definition)

This DCL further explains the Department's credit hour definition, institutional flexibilities and accrediting agency responsibilities. It also contains a series of Q & As and specific references to the actual regulation.

GEN-11-07 (5 areas of DL discussion)

This DCL talks about 5 common areas within DL that schools have had questions or concerns about. The areas include – program participation, limiting student/parent borrowing, PLUS loan denials due to adverse credit, awarding additional unsub loans to de-

pendent students (at independent levels) and FAFSA filing requirement for PLUS loans in 2011-2012.

GEN-11-08 (Spanish ATB Tests)

This DCL stresses that until a Spanish-language test is approved, the Department will not enforce the new regulatory provision in §668.148(a)(1), and institutions may continue to use ATB tests that would satisfy the standard in the current regulation to assess the ability-to-benefit of Spanish-speaking students.

GEN-11-09 (Students in Study Abroad Programs in Japan)

This DCL indicates that for any students studying in Japan that were affected by the recent earthquake, schools should follow the federal guidance provided in GEN-10-16 (general disaster guidance).

Tax Credits

I have been asked numerous times how to treat the **Making Work Pay Tax credit** on the FAFSA. The Making Work Pay Tax Credit is to be counted as untaxed income. This guidance will specifically appear in the 11/12 FSA HDBK AVG section which should be coming out very shortly.

Finally, spring conferences are right around the corner so for those that I will be attending, see you soon.

Have a great week.

David Bartnicki
Federal Training Officer
ED/FSA/Atlanta



How to Make the Most of Your Calls to Delinquent Borrowers

Amy Gerber, Senior Marketing Associate
Great Lakes Educational Loan Services, Inc

In a time when many student loan borrowers are frustrated that their loans have moved several times or are split among multiple servicers, schools may be the only entity a delinquent borrower recognizes. That's why more schools are launching campaigns to call delinquent borrowers and guide them to the organizations and options that will get them back on track.

When planning a phone campaign, there are some easy steps you can take to make the most of your phone calls.

Before the Call

- Identify borrowers to contact. Use the NSLDS Delinquent Borrowers report and guarantor reports.
- Find phone numbers. In addition to the phone numbers in your records and from NSLDS and guarantor reports, check with your school's registrar and alumni offices for updated contact information.

Consult with your school's legal counsel for guidance to ensure you are complying with federal and state privacy and debt collections laws.

During the Call

- State your name and that you're from the school.

- Verify that the borrower is speaking before disclosing private information.
- Motivate the borrower to contact their servicer and resolve the delinquency by letting them know what's in it for them. Examples include, "Protect your future credit," and "Save money in interest."
- Listen to the borrower as they voice concerns.
- Acknowledge the difficulty the borrower is having and let them know that you are there to help.
- Help. No matter the issue, encourage the borrower to contact their servicer and ask about available options.

Verify the borrower's contact information. Ask for address, phone numbers, and email address.

After the Call

- Update your records with the date and outcome of the call and any changes to the borrower's contact information.

Keep track of the borrowers you have called.

Schools that make the most of their calls to delinquent borrowers can make a difference, not only in the life of each borrower that they contact, but, over time, in their cohort default rates.

Greetings Region III and IV members,

We are pleased to announce that in the spirit of friendship, FASFAA Regions III and IV will host a joint Spring Workshop. It is our hope to bring together FA staff from two of the larger and more active regions in the state to share a day together learning about changes to the world of FA and to make new connections. We have selected a location that is right in the middle of our two regions in hopes that we can have a large turnout. Please join us on April 15th for the first super region workshop.

Sincerely,
Brad Honious and Wayne Kruger

You can register for the workshop here:

[WORKSHOP REGISTRATION](#)

And in case the hyperlink doesn't work:

http://www.fasfaa.org/index.php?option=com_content&view=article&catid=19:site-content&id=30:spring-2011-region-iii-&-iv-workshop

FASFAA Spring 2011 Region III & IV Training Workshop

April 15th, 2010

Keiser University, Lakeland, FL

Agenda

8:45-9:00	Check In
9:00 – 10:15	Program Integrity Rules
10:15-10:30	Break
10:30-11:30	Professional Judgment
11:30-12:30	Lunch
12:30-1:45	2 Pell Grants in an Award Year & Roundtable
1:45-3:00	New SAP regulations & Roundtable

Location, Directions, Contact:

Keiser University Lakeland Campus

2400 Interstate Drive Lakeland, Florida 33805

From Interstate 4 north or south, exit at Kathleen Road and go south. Continue approximately 1/10 of a mile to the Interstate Business Park on the left-hand side of the road. Turn left onto Interstate Drive and travel approximately 3/4 of a mile until you reach Keiser University on the left-hand side of the road.

Region III: Brad Honious, 407-582-1458 bhonious@valenciacc.edu

Region IV: Wayne Kruger, 727-302-6801 kruger.wayne@spcollege.edu

2011-2012 FASFAA Slate of Candidates

President-Elect:

Anh Do, St. Thomas University
Brad Honious, Valencia Community College District

Vice President of Training:

Maria Vivier, Keiser University
Rod Andrews, University of North Florida
Todd Smith, St. Petersburg College

Secretary:

Ryan McNamara, Clearwater Christian College

Region I Representative:

Katina Hamilton, Florida State University
Mary Martin, Florida State University
Teri Lucas, Florida State University

Region III Representative

Jose Ramirez, Central Florida Institute
Neka Aquila, Anthem College

Region V Representative:

Adelfa Ukenye, Florida International University
Gayle Morell, Kaplan University



Until next time...