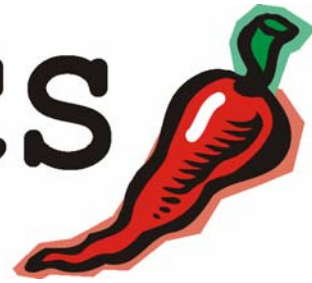


hot TOPICS



IPD Financial Aid News
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2002 IPD Financial Aid and CAAHE Conference

The Annual IPD Financial Aid/CAAHE Conference was held on June 5–7, 2002 at the new Marriott Conference Center, located in downtown Indianapolis, Indiana. Conference participants “raced” to a welcome dinner held in the center of the Indianapolis 500 Raceway. After a quick tour of the track and feasting on some barbecue, some of the more bold attendees crooned the meek (or those of us hoping to spare our colleagues) by participating in karaoke.



The conference kicked off the following morning with a CAAHE session on “Assessment.” After adjourning from the general session, the Financial Aid conference officially kicked off with our first Financial Aid Commission meeting (see related article—Under the Yellow Flag). Additional sessions were facilitated on a variety of current topics, including: Ethics, Electronic Signatures, Policies and Procedures, and Consumer Information. Joining the Student Services staff for a roundtable proved to be a forum for sharing best practices within CAAHE. A session on “Fish” brought to light customer service issues and how to enjoy our work. Many good ideas resulted from the session and were sent out in an earlier e-mail to the Financial Aid global distribution list. To complete this year’s conference sessions, a negotiated rulemaking update also took place, providing participants with the latest on potential changes in Title IV regulations.

Results from the conference surveys will be published in the next newsletter. As discussed in our commission meeting, we will be looking for task force members to organize and plan next year’s conference.

For those of you unable to join us, we missed you. Conference materials have been mailed to each of you. If you have not received these materials by July 8th, please contact Kristen Vedder.

Phyllis Hart, 2002 Hoffner Award Staff Recipient

Congratulations Phyllis. . . . from all your Financial Aid colleagues!



Phyllis Hart, Director of Financial Aid at Medaille College, is the 2002 Hoffner Award recipient.

Here are a few comments submitted on Phyllis's behalf:

"There are not that many people that I can really say have a love for what they do. However, Phyllis Hart has demonstrated on numerous occasions her love for her job, but most of all, her love for the students and her willingness to assist whenever possible," writes one student of the 2002 Staff Recipient award, Phyllis Hart. As the Director of Financial Aid for Medaille College's ACCEL program, Phyllis is a dedicated leader who consistently goes out of her way to assist both students and staff in whatever way she possibly can.

Whether it is filing cumbersome paperwork, explaining the financial aid process, or working behind the scenes to adapt more efficient technology, Phyllis never tires of assisting students with important though, often frustrating financial aid documents. Having been an adult student herself in the ACCEL program, Phyllis identifies with the experiences of the students, as many of them point out: "Phyllis Hart is a person who performs her duties above reproach. I am speaking from experience, because as an ACCEL student, Phyllis Hart addressed all my financial needs from August 1997 through January 2002. Phyllis makes everything seem effortless."

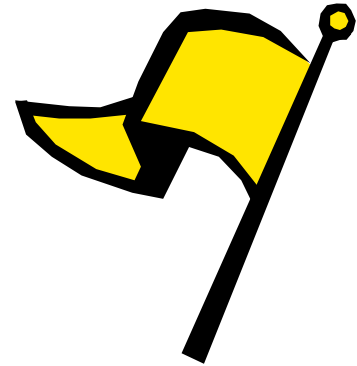
In addition to providing excellent service to ACCEL students, Phyllis serves unofficially as the ACCEL program cheerleader, boasting of the success of the program to students and staff, and making a great impact on those who may have become frustrated or despondent with the program. Phyllis has become directly involved in retention efforts by encouraging students who are thinking of leaving the program. As an adult student herself, she understands the demands of full-time work, family, and school. Her interactions with students have helped them remain in the program and complete their degrees. Students recognize her positive and helpful attitude and many choose to continue their education in Medaille's many program offerings because of it.

Congratulations to Phyllis Hart as the 2002 recipient of the Paul E. Hoffner Outstanding Service Award, Staff Category!

Under The Yellow Flag

By Lois Kelly, Vice President of Financial Aid at Indiana Wesleyan University and Holly Ulland, Director of Financial Aid at Cardinal Stritch University

The Financial Aid Commission had its first official meeting during the recent combined Financial Aid/CAAHE conference held in Indianapolis with the theme of “Racing towards Excellence.” What a great opportunity to interact with our colleagues working with adult degree completion programs in relationship with IPD. If you weren’t there, we missed you!



The first business meeting of the Financial Aid Commission was held on Thursday, June 6th and the minutes of that meeting will be published, via the Financial Aid global distribution list. Special note should be made that our by-laws were approved by the commission and forwarded to the CAAHE Board for their approval. They are in a voting status (via e-mail) at this time which is why we have us operating under the caution or yellow flag. Once the CAAHE board approves our by-laws, we are official.

Elections were also held with the 2001-2002 officers carrying over to the 2002-2003 year. Those officers are: Lois Kelly, Chair; Holly Ulland, Vice Chair; Pam Harris, Secretary. Please provide feedback to them about the conference or other issues you would like addressed during the year. They are the group who met throughout the year (via conference call and e-mails) along with Kristen Vedder to put together the by-laws and work on the conference agenda.

What’s coming next? Certainly we need to look at training activities and the conference. A task force is evaluating the appropriate time for the conference in 2003 (see the minutes of the business meeting). Let us know if you think a meeting time other than at the CAAHE conference is appropriate. Secondly, we need to evaluate the non-term issues related to site and online classes which create challenges to processing federal aid for our students and provide input to the appropriate entities as part of the REAUTHORIZATION process. Join us in this process so that we can provide the most thorough and innovative information to Congress...Let’s make this the reauthorization which does more to remove than produce barriers for our students.

In the Career Seat

By Mai Bui, Director of Financial Aid at Hope International University

It was a picture-perfect morning in December. After a few days of rain, the soft sunlight was a much-needed welcome sign. With this ray of hope, what was once dark and cold instantly became bright and promising.

From the distance, the mountain’s top was covered with snow, giving it a look of a giant blueberry dipped in white chocolate. This was a good day to be cuddled in bed pondering about the journey of life while sipping a delicious cup of hot tea.

“Hey there,” a loud voice interrupted my thoughts. “Are you waiting for the financial guy, too?”

As I turned around, there he was—A tall young man was removing his backpack and beginning to sit down across from me.

“I guessed the front desk overbooked us,” he said with a smile.

After a brief and interestingly awkward moment, I informed the student that it was probably me that he came to see.

He laughed hysterically.

In the Career Seat, Continued

“You’re cracking me up,” the student continued. “You’d better get off that chair before its owner comes back.”

“Have you ever wondered whether schools offer a major in financial aid?” the student added curiously. “I am almost sure there must be. If not, how did these people become administrators?”

Funny, that’s exactly what I was reflecting upon when he came. How did I get here? The answer to this simple question demanded a trip to nostalgia.

When I was a little boy, I spent countless hours thinking about my future. Some dream was just unrealistic and purely impossible. When my classmates looked into the “mirror ball,” they saw fireman, lawyer, teacher, and so on. All I wanted was to be called “Bond—James Bond.”



When I began to develop real interests in dating, a nice house and fancy cars would do. A career in medical field was very attractive.

Then, because blood made me ill, I allowed music to capture my soul. After all, Einstein was a musician, too! Or so I thought.

My musical dream was short-lived. My right-hand did not always know what the left-hand tried to do. And, under the advisement of my piano instructor, I began to look into engineering.

Here I am, years later, living a simple life of a financial aid officer. The closest thrill I get to being a double-agent is when a student completes his or her file. The doctor I once desired to become emerges only at playing time with my two daughters. On my last birthday, I received a one-finger, light-guided keyboard, so the music plays on.

Interestingly, as dull as it may appear, I am very grateful for what this profession is all about. As long as I can remember, my parents always taught us the virtues of loving one another, doing one’s best, perseverance, tolerance, and kindness. In other words, doing many of the very things a financial aid administrator does. The last 13 years have been wonderful, and the future is inviting.

But, there are times I find the changing in federal and state regulations, coupled with constant pressures of having to meet deadlines, a bit overwhelming. Overworked, underpaid, and without recognition, I think of resigning.

Then, there are times when I receive invitations to graduations, weddings, or baby showers, from students whom I have long forgotten. These simple, thoughtful acts eradicate all my worries and tiredness. They serve as reminders of my profession’s noble cause, rekindle my spirit, and re-energize me to stay on.

I was told once that life’s most interesting lessons are found in the most obvious places. What I have discovered from this profound statement is that no matter what our chosen careers are, ideally we should find our responsibilities challenging and satisfying.

The way I see it, as biased as it may seem, financial aid administrators help young dreams come true. Dream helpers meet dream pursuers every single day in the tiny offices of financial aid across this nation. This thought warms my heart and brings gleam to my eyes.

Within each of us, there’s a tale to be told. I am sure the voyages of our career paths are unique and highly interesting to relate. By sharing, we’ll laugh and we’ll cry. We’ll forget bad times but remember wonderful moments. And, along the way, we make new friends and bond with the old ones. Oh, what fun!

Still, small wonder, on rainy days, I often think of that tall, young man. What ever happened to him? Wouldn’t it be nice seeing him on “that” chair explaining to his students why the costs of a new car and expensive clothes are not part of an educational budget?

Negotiated Rulemaking Update

No Consensus Reached on Program Issues Package in Team II NegReg Session

<http://www.nasfaa.org/publications/2002/nrinoconsensus042902.html>

The Program Issues Negotiated Rulemaking committee did not reach consensus on the package of items it considered at its meeting the week of April 22, 2002.

Negotiators were unable to agree on the Department's proposals on the 12-hour rule or incentive compensation. This disagreement led to the failure to agree on the entire package. Although the negotiators reached tentative agreement on the remaining items, the Department declined to separate the two items from the package to preserve the integrity of the negotiation process.

With this outcome, the Department is free to develop a Notice of Proposed Rulemaking (NPRM) to address most issues on the agenda and is not bound by decisions reached in the negreg process. (Note that some issues were scheduled to be dealt with outside the regulatory process.) Department staff plan to consider the information and clarifications shared in the negreg meetings to prepare the NPRM, which has a projected publication date of late May or early June. This outcome also means that negotiators are not constrained in their ability to comment on the NPRM, as they would have been if consensus was reached on the package.

We will continue to provide updates on the Financial Aid global distribution list. For more information on negotiated rulemaking, visit the Department's Web site at <http://www.ed.gov/offices/OPE/rulemaking/index2002.html>

Fourth Department of Education Letter on Terrorist Attack Relief Still Pending

The Department of Education is still working on the fourth "Dear Partner Letter" related to the September 11, 2001 terrorist attacks. This last letter is expected to cover additional issues related to regulatory and administrative relief for those affected by the attacks, including the treatment of students who withdrew from school.

The first three letters and other items related to the terrorist attacks can be found at the National Association of Student Financial Aid's (NASFAA) Attack on America Resource Page at <http://www.nasfaa.org/linklists/terroristattackpage.asp> and at the Department of Education's Information for Financial Aid Professionals Web site at <http://www.ifap.ed.gov/IFAPWebApp/SFAGuidancetoTerroristAttacks.jsp>.



IPD Financial Aid Training



Due to high demand, an interim IPD Basic Financial Aid training session will be offered on August 8–9, 2002. If you are interested in sending a staff member, please contact Kristen Vedder.

Other Financial Aid Training Opportunities

NAME OF ASSOCIATION	TENTATIVE DATES for WORKSHOP/CONFERENCE	LOCATION
AASFAA		
Fall Conference	Oct 16-18	Prescott, AZ
CASFAA		
CASFAA Management Institute	7/27–30/02	Santa Barbara, CA
	12/13–15/02	San Diego, CA
DEPT OF ED		
Electronic Access	November-December	Various locations
NASFAA		
National Conference	7/21–24/02	New Orleans, LA
USAF		
Winter Workshop	TBD	Phoenix/Tempe, AZ
Spring Workshop	TBD	Phoenix/Tempe, AZ

Financial Aid Global Distribution List

The Financial Aid global distribution list is available to allow you to consult with one another about the common problems you face and solutions that have provided positive results. To utilize the list, open a regular e-mail, and type ipdfinaid@apollogrp.edu in the TO: section of the message. When the e-mail is sent, it will go to all the members of the list. Clicking "Reply To All" in response to the e-mail will send the response to all members of the list. Thanks to all who have been utilizing this list, and to those providing timely responses to requests.



Goings On

Do you have information about job openings or upcoming events at your institution that you would like to share with the other IPD Partner Institutions? Just e-mail the information (including the name of the event or job opening; any relevant dates; and a name, telephone number, or e-mail address of a contact person) by September 15, 2002, to Kristen Vedder at kristen.vedder@apollogrp.edu so that your information will be included in the next newsletter.

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