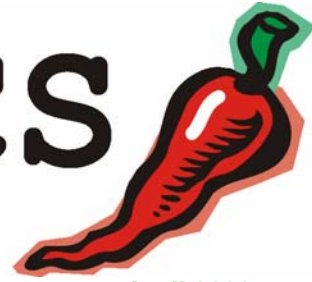


# hot TOPICS



IPD Financial Aid News  
Volume 2, Issue 2

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## SASF AA Conference

by Marty Jackson

The annual SASF AA (Southern Association of Student Financial Aid Administrators) conference was held this year in Biloxi, Mississippi, from Feb. 13–16. SASF AA is a regional association with representatives from Virginia, North Carolina, South Carolina, Georgia, Florida, Alabama, Mississippi, Tennessee, and Kentucky. The conference was located in the Biloxi Grand Casino, but everyone concentrated strictly on the seminars that were available. Those who were flying into the local airport did have some interesting stories of their flights because of the severe storms that occurred on Sunday, but everyone was happy to arrive safely.

Representatives from the Department of Education presented many of the sessions and the information was extremely helpful as well as providing contacts with the Department. Our own Linda Phillips from Belhaven College was a presenter for the FFELP (Federal Family Education Loan Programs) Master Promissory Note: Tales from Those Who Have Been There.

Two sessions addressed Internet access to the IFAP (Information for Financial Aid Professionals) and NSLDS (National Student Loan Data System). These Web sites are becoming valuable informational tools. Both sites are constantly trying to provide the information that financial aid professionals need to make their jobs easier and to help with all of those regulations. The Department of Education welcomes any suggestions that we would like to make to improve our working environments through the use of these Web sites. NSLDS suggestions can be sent to [nsldscoe@raytheon.com](mailto:nsldscoe@raytheon.com) or call (800) 999-8219. IFAP can be located at <http://www.ifap.ed.gov> or call (800) 433-7327 or fax (202) 260-4199. IFAP has a policy to answer any questions within three days or, if the issue is more complicated, to keep you informed of their progress on a continual basis.

The regional conferences provide more direct information from the Department of Education and I would recommend that everyone try to attend whenever possible. The weather (after Sunday) was great, the food was excellent, and seeing so many colleagues was wonderful. I will not discuss any of the free time spent in the casino, but would be happy to discuss the “Cirque du Soleil” at the Beau Rivage (wonderful show).

The Averett College “folks” look forward to seeing you in Scottsdale for the June Conference.

## Meet Sandra Gillyard, Adrienne Jones' Replacement

I would like to take this opportunity to introduce myself and to tell you a little about what my goals are. My name is Sandra Gillyard and I just came back from vacationing in Spain! Why Spain, you ask? Well, even though I was born in Tucson, Arizona, I was raised in Spain, and I have a family there. Do I speak Spanish? I certainly do. I am married to Julius K. Gillyard, and I have a cat named O.J. Those two are definitely the men in my life!

I am currently working in the Regulatory Department for Arthur Andersen. I have taken over the IPD responsibilities, and I must let you know, I am very excited! I have 5 years experience in Financial Aid, and I have done pretty much everything. During my position as a Financial Aid Director, one of my responsibilities was to ensure that files were certified in a timely fashion by the Financial Aid Advisors. Every month I reviewed Accounts Receivable, which gave me the opportunity to meet with the owner of the school and go over 700 students' account balances. Some other responsibilities included disbursing funds, processing refunds, conducting entrance/exit interviews, training, certifying VA students, awarding LEAP (Leveraging Educational Assistance Partnership), and auditing files. When I started at Arthur Andersen, I worked at the Help Desk, which is very customer-service oriented. As a Help Desk Specialist, my duty was to answer questions from the campus via email. The questions ranged from status questions to compliance issues. One of the most difficult issues that I had as a Help Desk Specialist was to educate the schools as to the difference between internal policies and federal regulations. Many campuses felt that both internal policies and federal regulations were one in the same. During my time at the Help Desk, delivering an efficient and prompt answer was my number one priority.

My primary goal in taking over the IPD responsibilities is to continue the customer service that Adrienne Jones has made available to you. I intend to perform my new role with IPD to the best of my ability and will try to make my transition a smooth one. At this point, you may have some questions for me, and I would like you to know that I can be reached at (480) 449-6600, ext. 1113, Monday through Friday from 7:00 a.m. to 4:00 p.m. (Arizona time). Please do not hesitate to contact me. I look forward to working with you!

Adrienne's last day servicing IPD clients was April 15<sup>th</sup>. She will continue working for Arthur Andersen in the Washington, DC, office, but will no longer be assigned to IPD and our client institutions. Best wishes, Adrienne!

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## Goings On

The Department of Education is continuing to host **Reauthorization Workshops** throughout the country through April, 2000. These workshops provide useful information for implementing the Reauthorization provisions. Find out if there is a workshop near you by accessing <http://www.ifap.ed.gov> and clicking on "Training Information."

## February Teleconference

We began our teleconference with a brief discussion of the SASFAA conference generally, and cohort default rates in particular. The cohort default rate discussion was timely because the draft cohort default rate materials were mailed to institutions on February 15, 2000. None of the teleconference participants intended to challenge the cohort default rates at their institutions since their default rates were low.



## February Teleconference Continued

Next, we discussed the new consumerism requirements. Most participants acknowledged that they were either in the process of updating their consumerism information or that they had not begun the updating process. Participants were encouraged to begin drafting the updates to their consumerism information as soon as possible to avoid noncompliance. Participants were also encouraged to work with other departments at their institutions to ensure that all of the consumerism requirements are met. Adrienne Jones stated that she has written a position paper on consumerism that will be posted on the IPD Financial Aid Global Distribution List in the coming weeks.

Adrienne Jones reminded the teleconference participants that the Spring IPD Financial Aid Training session would be conducted on March 15–16, 2000. Approximately 20 people are scheduled to attend the session.

Kristen Vedder announced that plans for the IPD Financial Aid Annual Conference are well underway. The conference is scheduled for June 15–16, 2000. This year's conference will be a joint conference between IPD Financial Aid and CAAHE (Consortium for the Advancement of Adult Higher Education). We also discussed this year's inclusion of Department of Education presenters at the conference also. Participants were enthusiastic about the opportunity to hear from the Department of Education directly. Teleconference participants were advised to ask questions freely of the Department of Education presenters, without fear of program reviews, since the Department does not penalize questioners for attempting to comply with the regulations.

The topic of state grant funds for nontraditional students also arose during the teleconference. Participants indicated that they were having difficulty securing state grant funds for their nontraditional students. Adrienne Jones offered to assist institutions with obtaining those funds.

**Next Teleconference Date:** Wednesday, Wednesday, May 17, 2000  
**Time:** 7:30–9:00 AM, Phoenix Time  
**Bridge Number & Code:** (480) 929-7482/ Code #1999

Please carefully follow the recorded instructions at each prompt when dialing into the Teleconference Bridge.

- ◆ There is a 10-minute window prior to beginning the teleconference when callers can enter with the assigned code number. If you call before the 10-minute window, you may not be connected to the teleconference.
- ◆ If you experience any difficulty connecting with the teleconference phone number/code you have been assigned, please dial the Corporate Operator's phone number, (480) 966-5394, and ask to be transferred to the Teleconference Bridge, ext. 1025.
- ◆ If you need to step away from the teleconference for a moment, please do not place your phone on hold. Instead, place your phone on mute or simply hang up and dial in again.

## Annual Financial Aid Conference

The Annual IPD Financial Aid Conference will take place on June 15–16, 2000. This year, the conference will be a joint conference with CAAHE. A tentative agenda for the conference is included below in its entirety.

## Tentative 2000 Financial Aid Conference Agenda

### Thursday, June 15th, 2000

- 8:00–9:00 New CAAHE Member Welcome Breakfast  
*Sue Salter, Vice President of Academic Affairs*
- 9:00–9:15 IPD FA Conference Welcome  
*Rod Bernat, IPD Vice President of Finance*
- 9:15–10:15 Reauthorization  
*Marianna Deeken, Department of Education Training Specialist*
- 10:15–10:30 Break
- 10:30–12:30 Reauthorization cont'd  
*Marianna Deeken, Department of Education Training Specialist*
- 12:30–1:30 Lunch
- 1:30–3:00 CAAHE General Session
- 3:00–3:15 Break
- 3:15–5:00 Reauthorization cont'd  
*Marianna Deeken, Department of Education Training Specialist*
- 5:30 Reception/Dinner

### Friday, June 16th, 2000

- 8:00–8:15 Continental Breakfast—Day One Review  
*Kristen Vedder, IPD Director of Student Financial Services*
- 8:15–9:30 Pell Workshop  
*Marianna Deeken, Department of Education Training Specialist*
- 9:30–9:45 Break
- 9:45–10:45 Quality Assurance  
*Michael Cagle, Department of Education Quality Assurance Program Analyst*
- 10:45–12:00 Scheduling Roundtable
- 12:00–1:00 Lunch
- 1:00–2:00 Policy and Procedure Roundtable
- 2:00–3:00 “Publish or Perish”  
Consumerism Panel (Joint Session with Student Services)
- 3:00–3:30 Break
- 3:30–5:00 “Do you know where your students are?”  
Attendance Tracking Panel (Joint Session with Student Services)

The conference will be held at the Doubletree La Posada Resort in Scottsdale, AZ. Please complete the CAAHE registration form to reserve your room. You may reach the hotel at (602) 952-0420 for more information. Please mention the CAAHE/IPD conference when calling.



## This Page Is For You

Phyllis Hart, of Medaille College, was promoted to Director of Financial Aid. Congratulations, Phyllis!

Serene Hyche at Shorter College will be leaving the Director's position on April 7<sup>th</sup>. She is going to SCT as a Consultant. She will be demonstrating the FA side of their banner system. Best Wishes to Serena!

## Open Positions

Director of Financial Aid at Shorter College in Marietta, Georgia.  
Resumes can be sent to:

Dr. Merrill Douglass, Dean  
1950 Spectrum Circle, Suite A195  
Marietta, GA 30067

Do you have information about job openings or upcoming events at your institution that you'd like to share with the other IPD institutions? Just email the information (including the name of the event or job opening, any relevant dates, and a name, telephone number, or email address of a contact person) to Sandra Gillyard by June 23, 2000, at [Sandra.Gillyard@apollogrp.edu](mailto:Sandra.Gillyard@apollogrp.edu) so that your information will be included in the next newsletter.



## Editorial Staff

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**Sandra Gillyard, Editor**

**Laura Linger, Assistant Editor**

**Gina Rosamilia, Creative Direction**

