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## Portraits of Success

### You are the Stars!

"The growth and development of people is the highest calling of leadership."

- Harvey S. Firestone-



### President's Update

**Sunshine Garcia**  
**CASFAA President**  
 Director of Financial Aid & Scholarships  
 California State University  
 Channel Islands

#### Welcome to the 2015 Conference! Portraits of Success

As we wind down the year and get ready for the holidays my term as President has come to an end. It has been my utmost pleasure to serve as your 2015 CASFAA President and I have learned so much from all of my colleagues, it has been a wonderful experience. Now it is time to pass the gavel to Scott Cline and his 2016 executive council.

CASFAA is a wonderful organization comprised of so many bright, caring and talented individuals. Each one of you is truly a hero and the work you do every day for students and parents is one of the highest callings. When I was thinking about my theme for the conference I wanted it to reflect how our students are a Portrait of Success, but how we are also a Portrait of Success in what we do daily and how we help our students cross that stage and graduate.

I want to extend my deepest gratitude to my executive council who supported me throughout the year and shined so brightly. I commend each one of you for taking time out of your busy schedules to volunteer and support CASFAA! Each one of you is a great leader in your own right and it takes each of us to make a difference for all of us.

I look forward to the conference and I hope you enjoy the program that our wonderful Program Co-Chairs Ron Lee and Cheryl Foster-Hunt planned for you. Whether you're a newbie, looking for a refresher, want to move up or polish your leadership skills we have a session for everyone. The Conference Co-Chairs Dewayne Barnes and Melissa Moser have been burning the midnight oil to ensure your stay in Sacramento and the conference goes smoothly. I want to thank this group wholeheartedly for their dedication to CASFAA every year and for supporting my vision. This group is truly a Portrait of Success!

To all of our volunteers and vendor partners, without you CASFAA would not exist. I want to thank you for all you do to support our organization. Without our colleagues support we would not be able to be the strong organization we are today. Together we are always able to accomplish what none of us can achieve alone.

On a personal note, I would like to express my sincere thanks to my staff at California State University Channel Islands and my loving husband Tony for supporting me this year as President and for the last couple of years I have dedicated to CASFAA. Without them I would be lost and I thank them for being my anchor and support.

**Welcome to Sacramento and let's celebrate our Portraits of Success!**

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SOCIAL MEDIA

**2015 CASFAA Executive Council**

- President **Sunshine Garcia**  
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California College of the Arts  
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- Access & Diversity Member at Large **Vacant**

**Portraits of Success**

**CASFAA Conference**  
**November 1-3 2015,**  
**Hyatt Regency**  
**Sacramento**

# CASFAA NEWS

VOLUME XXXII, Issue 3

CASFAA News is an official publication of the California Association of Student Financial Aid Administrators and is available on the website four times a year.

### EDITORIAL POLICY

Opinions expressed in this newsletter are those of the authors and not necessarily of the Association or of the institutions represented by the authors.

### CASFAA News Editor

Susan Allison

Associate Director of Financial Aid & Scholarships  
California State University Channel Islands

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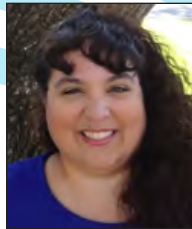
## 2016 CASFAA Executive Council

It is a great honor to announce the election results for the 2016 Executive Council. Please join me congratulating our colleagues who have volunteered and been elected to represent CASFAA next year:

# Portraits of Success



President  
**Scott Cline**,  
California College  
of the Arts



Past-President  
**Sunshine Garcia**,  
CSU Channel  
Islands



President-Elect  
**Daniel Reed**,  
San Diego Christian  
College



VP Federal Issues  
**Rachelle Feldman**,  
University of California,  
Berkeley



VP State Issues  
**Dustin Smith**,  
University of San  
Francisco



Secretary  
**Thomas Le**,  
Marinello Schools  
of Beauty



Treasurer-Elect  
**Dewayne Barnes**,  
California College of  
the Arts



California  
Community  
Segmental Rep  
**John Benefield**,  
MiraCosta College



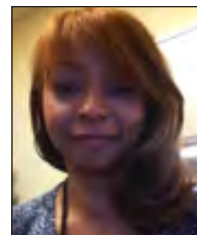
California State  
University  
Segmental Rep  
**Michelle Rodriguez**,  
CSU Fullerton



Independent  
Segmental Rep  
**Mary Booker**,  
Pomona College



Proprietary  
Segmental Rep  
**Jesse Marquez**,  
International  
Education Corp



University of California  
Segmental Rep  
**Jennifer Achan**,  
University of California,  
Riverside

The above colleagues will join 2015 President Sunshine Garcia, CSU Channel Islands, Treasurer-Elect; Dewayne Barnes, California College of the Arts; and me in 2016 to lead CASFAA in what will be an exciting and challenging year ahead. I want to thank everyone who ran for a position on the CASFAA Executive Council for 2016. CASFAA is only as strong as its members and we could not do any of this without the volunteers. I look forward to speaking with many of you at the CASFAA conference soon about what CASFAA can do to support the vital work we do for our students in 2016.



## Committee Updates



### CCC Segmental Update

**Robin Darcangelo**  
CCC Segmental Representative

CASFAA,... A time to watch, a time to learn, a time to listen, a time to reconnect with colleagues, and a time to engage. A time to laugh, a time to reflect, and a time to just be...

#### **Kick your heels up, because the Time is NOW!**

I personally invite all CASFAA attendees to get excited about what is about to happen. Portraits of Success!

I've been serving on the Executive Board of CASFAA for the past three years. I have had the privilege to meet many new friends, connect and partner with colleagues from all segments across the state, and learn a tremendous amount of information. My colleagues have been the greatest blessing to me by providing a lot of support and a wonderful learning environment.

I want to thank CASFAA for providing me the opportunity to attend the Leadership Conference in Washington D.C. this past year. I want to thank Melissa Moser for her influence and

support during the past three years. I also want to thank the past three presidents for their hard work and dedication and the opportunity to work alongside them. Deb Barker-Garcia, Melissa Moser, and Sunshine Garcia have all been an example of very hardworking women who have demonstrated passion and provided many opportunities for colleagues across the state. Scott Cline will be a great incoming president, and my hope is that the support and commitment will continue so that all segments will benefit from the training opportunities and influence of higher education for our students.

It's the greatest gift to be in a position of helping and serving others. That is what we all do each day, and I want to thank all of you for your service and dedication to the generations of students and people you influence and serve. Our work is challenging but extremely rewarding.

Thank you CASFAA for allowing me to serve; it's been a pleasure!

## News from Community Colleges

### Here's What's Trending: \$\$More Money for California Community Colleges Students\$\$

The California Community Colleges are celebrating for the first time: Full-Time Student Success Grant!

That means more money, more resources, and an opportunity to complete a program of study faster as a full-time student. Payable starting fall 2015-16.

It is an exciting time for the Community College students with the passing of Senate Bill 93. The Governor signed the 2015 budget act on June 24, 2015. The funds are disbursed to students who are receiving the Cal Grant B Access Award and are enrolled in 12 or more units. This is not a Cal Grant program but rather a Chancellor's

Office Program. The incentive grant was created to support student persistence, retention and success.

\$39 million was provided to leverage the existing Cal Grant B program with supplemental grant funding. The goal is to disburse the funds to students early in the semester which supports the goal of the Chancellor's office. Students who are determined eligible and demonstrate financial need will receive \$300 per semester not to exceed \$600 annually.

A special thank you to the Chancellor's Office for the ongoing support and resources provided to the Community College Students!

## Committee Updates



### Proprietary Segmental Update

**Lissa Wayne**  
Proprietary Segmental Representative

My fellow members of the proprietary sector should be proud of the support we provide to students that have chosen to focus their education in a field of study that prepares them for a chosen career. The guidance provided to these students is a commitment that often continues after graduation and into loan repayment. Each of you plays a very important role in the lives of the students that you have helped. Our sector should be commended for these efforts and our student's achievements and contributions to the work force.

We wear many hats in the financial aid office, and the influence that it has on our students is remarkable. I am humbled by many of the incredible stories of the students I meet and the obstacles that they have overcome to achieve their goals. I know that many of you have your own portraits of success that inspire you to continue to help others.

As I reflect on the last 12 months as a member of the CASFAA Executive Committee, I am so grateful for the

support and mentorship from the senior members of this group. The most valuable lesson learned from this experience is that our community of financial aid professionals can be a treasure of talent and knowledge that when shared, strengthens all of us.

The annual CASFAA conferences include many sessions that highlight these principles and enhance student support efforts by sharing the valuable experiences of our colleagues. Every participant that shares their gems and jewels of knowledge creates a network of mentors for the future. Our collective expertise is a cumulative trust of information that has been shared and cultivated by senior members of the same community.

I challenge all members of the proprietary sector to become a mentor to their community through outreach and advocacy of the benefits of the student aid programs. Supporting CASFAA is without doubt one of the greatest opportunities to share your talents and enrich your career.

## Save the Date - Mark Your Calendars

**November 16-17, 2015**

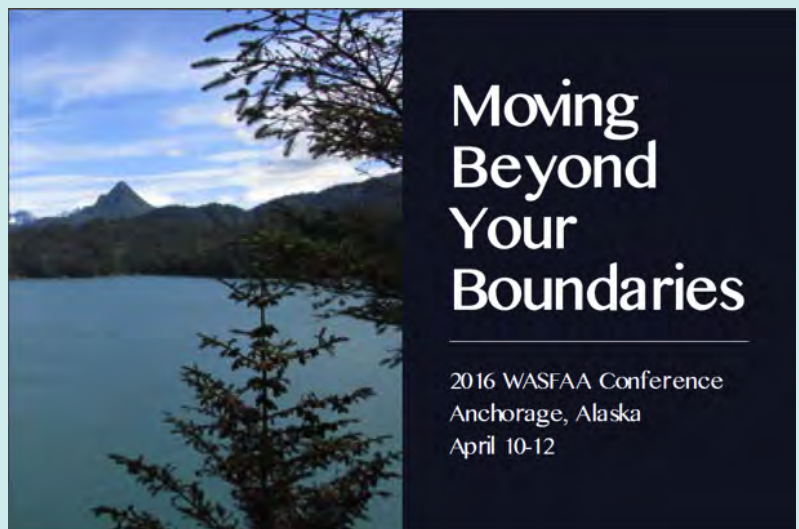
WASFAA's Jerry R. Simms Management & Leadership Institute, Phoenix, AZ

**December 1-4, 2015**

FSA Conference, Las Vegas, NV

**April 10-12, 2016**

The Annual WASFAA Conference will be in Anchorage, Alaska at the Downtown Anchorage Marriott. Registration details and agenda will be available this winter. We hope to see you there!



**Moving  
Beyond  
Your  
Boundaries**

2016 WASFAA Conference  
Anchorage, Alaska  
April 10-12

## Committee Update



### UC Segmental Update

**Annie Osbourne**  
UC Segmental Representative

Greetings from UC San Francisco! I write to provide a friendly reminder and invitation to all UC financial aid personnel to attend the UC Segmental Breakfast held on Sunday, November 1st (from 8:00 to 11:30 am) as a kickoff to CASFAA's Annual Convention. This year's convention will be held Sunday, November 1st through Tuesday, November 3rd at the Hyatt Regency in Sacramento.

Our UC/CASFAA breakfast agenda includes the opportunity to hear from **Chris Carter**, UC Office of the President's (UCOP) Director of Student Financial Support. We also have the good fortune of having a student financial aid recipient from UC Davis (**Roman Rivilis**) attend to offer his own insights. Roman, a 5th year Political Science and Economics double major currently serves on the UC Davis student government as one of the elected Senators of the Associated Students of UC Davis. As a Senator, Roman championed the need for peer advising in the UC Davis Office of Financial Aid and Scholarships to support the office's goals of fostering the financial wellness for students. In the previous year, Roman served on the We Are Aggie Pride Board of Directors, an emergency aid program for students who had exhausted all financial aid resources.

In addition to our outstanding speakers, we will also have time to network with our colleagues and discuss key issues in a roundtable type setting. Please sign up to attend what's planning to be a super informative UC Breakfast!

Lastly, I am honored to introduce your 2015-16 UC Segmental Representative, **Jennifer Achan**, Assistant Director of Customer Service, UC Riverside Student Financial Aid. Jennifer has played a significant role on our UC/CASFAA Committee this year. She brings a wealth of experience to this position having previously worked at Sonoma State and USC and also having recently earned a Master of Science in Leadership and Management from the University of Laverne. Congratulations Jennifer on a well-deserved honor!

On behalf of our UC/CASFAA Committee, I can't wait for our UC Breakfast and look forward to seeing so many of you there! Safe travels and see you soon!

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## Committee Update



### CSU Segmental Update

**Michelle Rodriguez**  
CSU Segmental Representative

#### Welcome to Sacramento! And Welcome to the 2015 CASFAA Portraits of Success Conference!

This year's CASFAA conference is going to be loaded with so many interesting and informative sessions. I hope you will join your fellow CSU colleagues at the CSU Segmental breakfast on Sunday. This year we are fortunate to have Nichole Muñoz-Murillo, Senior Legislative Advocate for the CSU speak at our breakfast. She will be discussing how important the financial aid administrator is to the legislative decisions which take place in Sacramento.

The year has just flown by and I have enjoyed being your CSU Segmental Representative. I look forward to the new year and I welcome the opportunity to speak to each of you on how better I can serve you as a CASFAA member.

I hope each of you have an amazing experience at your Portraits of Success Conference. I would love to meet my CSU colleagues, so if you see me, please say hello.

### Get on the Job Board!

It's quick and easy to log in, keep your resume information up to date and set up your own personalized job alerts. If you are looking for that next step up, feeling like you need a change, or even just keeping an eye for a friend, be sure to check out [casfaa.org/joblink](http://casfaa.org/joblink)

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## Profit and Loss



**Daniel Reed**  
**Director of Financial Aid**  
**San Diego Christian College**

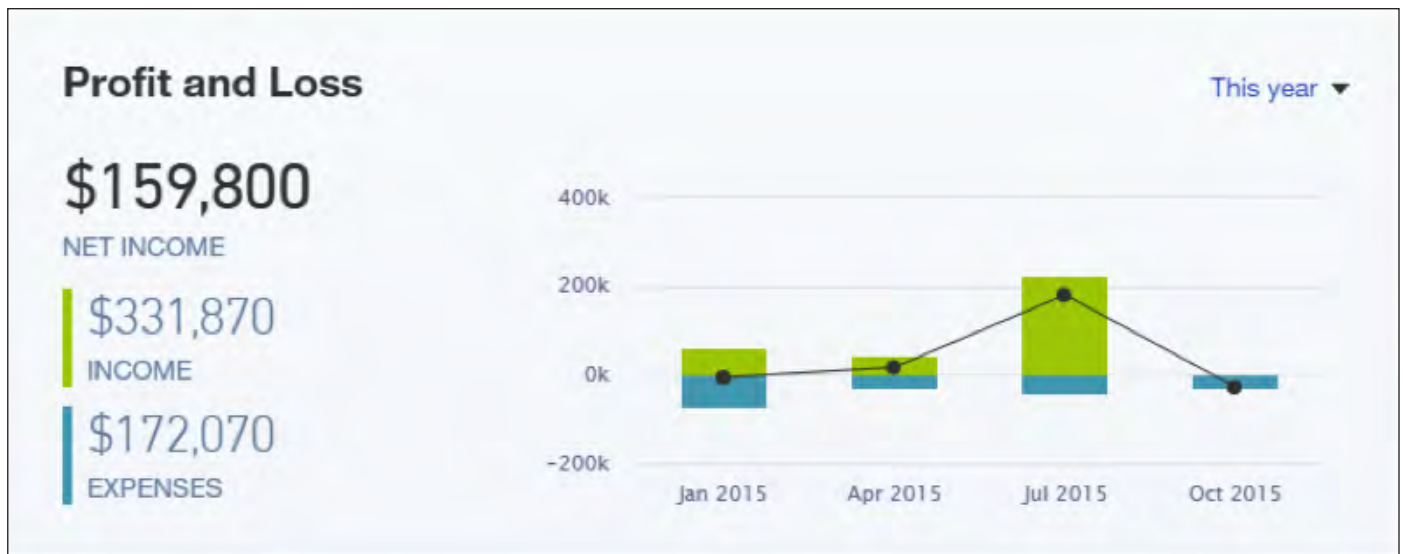
### Hello Fellow FAAs,

This is an exciting time for CASFAA, as elections have just completed and the Conference is upon us! As of the date of this article, Conference registrations are pouring in – which is good, as Conference expenses will soon pour out! It cost quite a bit to run a successful conference, in planning and preparation, time and resources; your Conference chairs have been working tirelessly to make this one of our best conferences yet! I’m excited to share in the encouraging theme: Portraits of Success.

This year has been one of successes and challenges. With my role as Treasurer, I’ve learned that your day job often conflicts with your volunteer job! This position is a lot of work, but it is certainly vital to the organization! Overall, we processed:

Add in building SOPs, and a dozen processes working with Insurance agents, Investment Advisors, Bank Representatives and Vendors, and you come up with one busy year! While I’ve enjoyed learning the intricacies of CASFAA’s activities, I’m not regretting passing the baton on to the 2016 Treasurer: Dewayne Barnes. Dewayne’s efficiency and enthusiasm will serve him well as he brings new vision to this role. I’m excited as well to be stepping into my new role as the 2016 President-Elect! What an honor it is to continue to serve all of you through CASFAA, and to work together with industry leaders throughout the state. Don’t be shy, this could be you in a few years!

- **69 reimbursements (totaling over \$15,000)**
- **38 separate bills (totaling over \$100,000)**
- **134 checks deposited (totaling over \$72,000)**



## 2015 CASFAA Conference Scholarship Winners

*Give a brief statement for the conference newsletter on why you applied and what you are looking forward to as a conference attendee.*



*Edgar Martinez*

I am currently working in the Financial Aid and Scholarship Office at California State University Channel Islands as a financial aid specialist. I wish to attend the 2015 CASFAA Annual Conference to enhance my professional development skills and to learn more specific knowledge that will allow me grow in my department. I hope to one day become a Financial Aid Director and be able to serve the student population at both a national and state level. One of my goals as a financial aid specialist is to become a financial aid counselor specializing on special populations (e.g. Student success programs, AB540, veterans). My long term goal is to become a Financial Aid Director to continue to provide accessibility and success to the next generation. I am an advocate of the CSU System and wish to continue in giving back the same experience I was given. As a current recipient of Federal and State Financial Aid, I have experienced first-hand the benefits of federal student aid and the importance of Title IV funds.



*Fabian Firoozi*

This scholarship is an opportunity for Analysts, Advisors, Counselors, and officers to attend this important conference regardless of the budget constraints of the Financial Aid & Scholarships Departments at UC campuses. The mere existence of this scholarship is a testament to the commitment of the CASFAA to make it easier for the Financial Aid & Scholarships personnel to attend and engage in fundamentals and updates of regulations and procedures affecting the entire population of the higher education students in California. I applied in order to afford to attend, to acquire more knowledge, and serve my respective student population better.

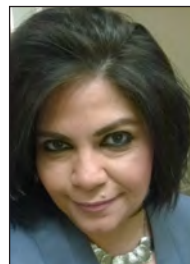
**What are you looking forward to:**

- Learning about the new updates to the Federal, State, and UC regulations
- Networking with fellow colleagues in other California Higher Education institutes in order to share experiences and learn about best practices
- Acquiring knowledge on how to more efficiently provide world-class service to my internal and external clients at UC Irvine



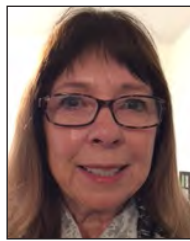
*Gabriela Ramirez*

As I have never attended a conference, I thought applying to the scholarship would be a good opportunity to get me to my first. I look forward to meeting with Financial Aid administrators from all over California, and possibly reconnecting with my mentors from my alma mater, UC Davis.



*Karla Henriquez*

I am applying for the scholarship because it would give me the opportunity to access information to be successful in my career as a Financial aid Counselor as well as the opportunity to meet other professionals in my field. I expect to receive a lot of information at the conference that will allow me to excel in my position and allow me to teach and learn from my peers working in the same field. By going to CASFAA I am bringing all the information back to our college that will benefit students and allow us to help them utilize all the resources available to them that can help manage their financial aid.



*Mary Jo Lopez*

I applied for the CASFAA Scholarship with the hope of securing more opportunities to increase my knowledge of the rules and regulations of financial aid. With the constantly changing economic environment, it is imperative to keep abreast of new legislation. I am looking forward to receiving new information and ideas from experts in the field and sharing that information with my colleagues.



*Sandra Weissenberger*

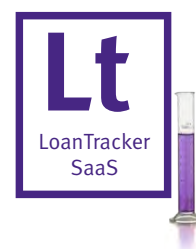
Attending this conference will not only benefit me, my employer but most importantly our students. Events like this will help me see where my knowledge gaps are and how to fill them. I will then be able to utilize this knowledge and grow successfully in this field. A special thank you to Glenda Welch, my Financial Aid Consultant, for her guidance in ensuring that every student receives the financial aid counseling that is needed. I am grateful for this opportunity to learn and to grow.

ECMC

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## 4 Ideas to Improve SAP Communications



**Dianne Fulmer**  
 Director, School Partnerships  
 Financial Aid TV (FATV)

Click to watch



Financial Aid TV

As you start to review your Satisfactory Academic Progress (SAP) communications in anticipation of the next round of communications. Here are some suggestions to enhance your communications to these students to change outcomes.

- Highlight campus resources to put them back on track. Students may need a reminder of the awesome resources your campus has to help them be successful like academic advising, counseling, tutoring, mentoring, special programs and outside referrals.
- Discuss the “costs” for failing to maintain SAP. Caution them about how much time it can take bouncing from major to major. Remind them of the loss of potential earnings by referring to the average earnings by educational attainment (Reference U.S. Bureau of Labor Statistics chart: [http://](http://www.bls.gov/emp/ep_chart_001.htm)

[www.bls.gov/emp/ep\\_chart\\_001.htm](http://www.bls.gov/emp/ep_chart_001.htm)). Draw attention to the money their annual contributions to college cost.

- Balance work and college. It can be great that a student is able to work and go to school at the same time to earn a degree. But there can also be drawbacks. Re-focus these students on degree completion. Give them tips for conversations with employers about creating flexible schedules and managing stress.
- Create a multi-part communication strategy. First let them know they are on SAP status. Then, let them know about campus resources. Next, check in part way through enrollment period to remind them of status and encourage them. Finally, offer congratulations to all students who **get back into good standing**.

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# Portraits of Success

## Financial Literacy: The Key to Student Success

**Tracy Gross**  
**Student Services Assistant II – Financial Aid**  
**Solano Community College**

Let's face it: the majority of students who drop out of college are stressed about money, not academics. Even with the availability of financial aid, students are in need of support that goes far beyond a Pell Grant or student loan. Financial aid can serve only as a band-aid to treat a much bigger problem—lack of financial knowledge. Learning basic financial skills, like how to budget and save, help students avoid the costly money mistakes that can hinder their education. Here at Solano Community College, we strive to better educate our students and provide them with the tools and resources they need for a lifetime of financial well-being!

The CCCCO's financial literacy plan and NEFE'S CashCourse have been essential to our financial education campaign. With their support, we developed informational workshops and outreach events to spread the word about financial literacy. For example, we created a two-part workshop series specifically for our student loan applicants. The first workshop, "Smart Borrower," discusses the basics of student loans, repayment options, and how to stay out of default. In our second workshop, called "Financial Literacy," we teach budgeting, financial planning, and making smart money decisions. Over the last year, we have successfully reached hundreds of students with our workshop series. We also included our students' best tips and suggestions in our newly-designed workshops for this year. "Smart Borrower" and "Financial Literacy" have received positive feedback from students and have effectively aided our default prevention efforts at Solano Community College!

In addition to providing financial education for our students, we are encouraging staff training as well. I recently completed the Jump\$tart online financial literacy training class and became certified in personal finance. I'll admit, I always thought I was good with money—until I took this course. With an abundance of information about saving, investing, credit, and debt, I realized I was making crucial mistakes with my own finances. For that reason, I highly recommend this course for faculty and staff. More importantly, I believe this certification gives us the knowledge and credibility to better inform our students about financial literacy.

Implementing our financial literacy project has been a challenge, but has proved successful so far. We are excited to see it grow and witness its positive impact on our students and community. With greater financial knowledge, students can worry less about money and more about their education. My greatest hope is to see more informed, self-assured students on the path to graduation AND financial stability.



## 5 Reasons Why Early Engagement is Essential to Wise Borrowing



**Heather Tapia**  
Senior Marketing Associate  
Great Lakes Educational Loan  
Services, Inc.

A fascinating debate at the National Association of Student Financial Aid Administrators (NASFAA) National Conference about whether or not there is a student loan crisis explored several related issues, including college completion, educational financing, and loan repayment. While there's much to debate, it is clear that early engagement with student loan borrowers encourages wise borrowing. Let's look at five reasons why that's true.

**1.** Early engagement helps students be aware of their debt load as they incur it. A 2014 *Journal of Financial Aid* article, [Do You Know What You Owe? Students' Understanding of Their Student Loans](#), reported that 13 percent of undergraduate students said they hadn't borrowed a student loan when they actually had. Even for those students who know they have loans, keeping track of their debt load seems to be a challenge, with 37 percent of students underestimating the amount of student loan debt they carry—and 10 percent of them underestimating their debt load by more than \$10,000.

**2.** Early engagement increases financial literacy among high-risk borrowers. While student loan borrowing in general has increased, in [The Changing Profile of Student Borrowers](#), Pew Research Center reports that the highest rate of increase in borrowing among dependent college students has been among those from middle- and high-income families. Studies show that these borrowers are less likely to be financially independent and less financially savvy than their peers from low-income families—and more likely to benefit from financial literacy resources.

**3.** Early engagement forces students to consider their financial obligations while in school. This may be, in part, because they don't have easy access to information about them. [Money Matters on Campus](#) performed a three-year longitudinal study of financial attitudes, knowledge, and behavior of college students. They found that the three greatest financial stressors for in-school borrowers relate to things they have little control over, and that students report less worry

about the amount of loans they're taking out, keeping track of spending, etc. (see Figure 1, next page). Access to detailed loan information and budgeting resources could lead to informed decisions while in school which could reduce other financial stressors.

**4.** Early engagement increases the likelihood of students finishing their education. Many students worry about their loans while they're in school, without having complete information. Studies show that students from families with greater financial need are more likely to understand that they have loans and less likely to complete their degree. With a thorough understanding of their loan obligation while they're borrowing (e.g., knowing when repayment begins, and understanding that they need to repay it whether they complete their degree or not), students may be more likely to understand the value of their student loans and continue their education, rather than leaving school early without a degree and in debt.

**5.** Early engagement helps students transition successfully into repayment. In-school borrowers are generally unfamiliar with the options that will be available to help them repay their education. Some borrowers who leave early, because they worry they won't be able to afford their loan payments, may make a different decision to complete their programs if they know about income-driven repayment plans that help make loan repayment possible, and easier.

### Does Early Engagement Impact How Much Students Borrow?

It's clear that early engagement may help provide in-school borrowers with information and resources they need to understand their loans and prepare them for successful future repayment. But, could early engagement also influence how much students borrow in the first place?

Decreased borrowing of federal Stafford loans by undergraduates at Indiana University (IU) following changes implemented in the 2012-2013 school year, despite constant

## 5 Reasons Why Early Engagement is Essential to Wise Borrowing (continued)

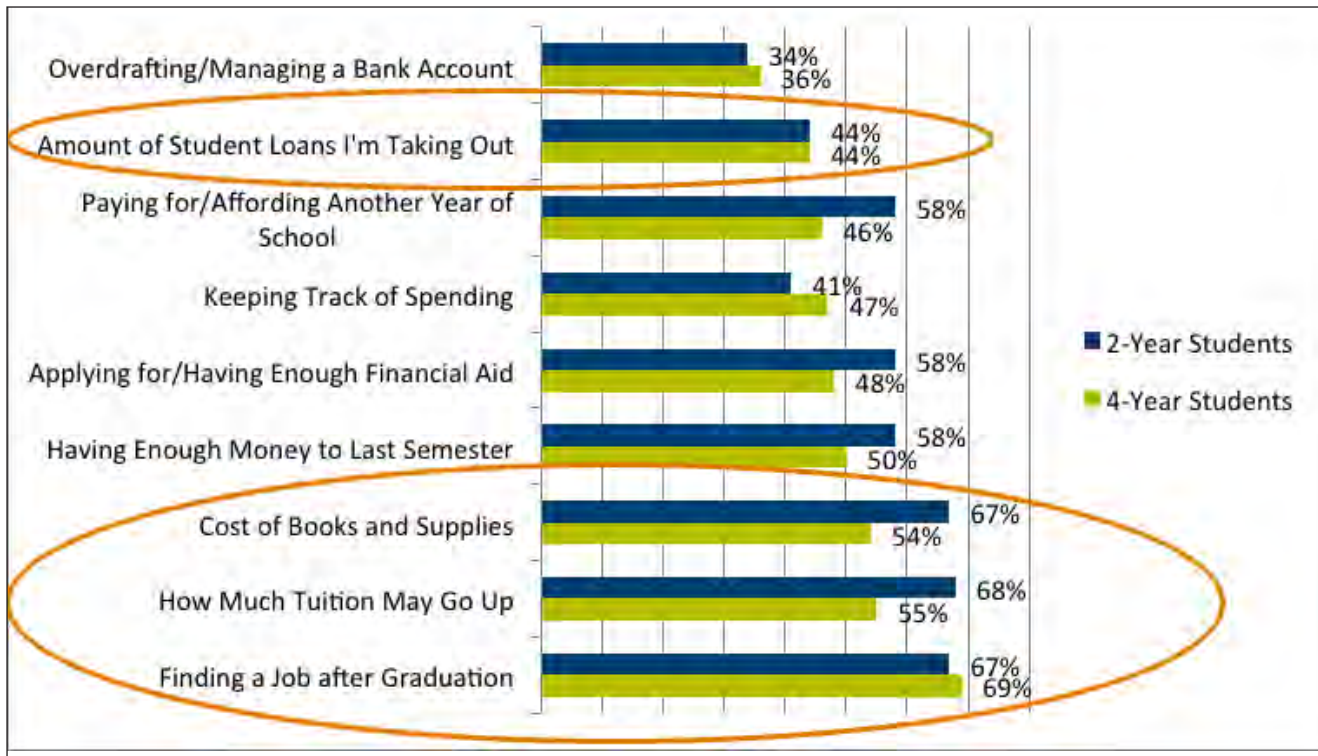


Figure 1. Financial Stressors as Reported by College Students (Money Matters on Campus 2015 Report)

enrollment and financial aid needs, indicates it may. [How Students at a U.S. University Borrowed \\$31 Million Less](#) details actions leading to an 11 percent decrease from the prior academic year in federal undergraduate Stafford loan disbursements at IU—more than five times the national decrease in federal undergraduate Stafford loan borrowing during that time.

In 2012-2013, the school initiated an annual email/letter that is sent to students before they take out loans for the next year, detailing what their federal monthly loan payment would be based on current debt load. They also instituted a personal finance course, peer-to-peer advising, and added more information to the university website, including a requirement for students to consciously accept loans on the website rather than just passively accepting them through the federal online form. IU students quoted in the Bloomberg Business article noted that seeing the grand total rather than just the semester’s loans added perspective. A senior nursing student borrowed less and planned to use more of her summer job earnings to cover costs. A chemistry major who cut his borrowing as a result of the letter contributed more from his summer job and cut unnecessary expenses such as a new mobile phone.

The article also noted that nearby Purdue University’s main campus, in a separate effort, also reduced undergraduate Stafford borrowing by 12 percent after the addition of small-group meetings along with financial literacy programs and incentives.

### Collaborate with Loan Servicers for Early Engagement

Whether or not your school plans to start contacting students annually about their current loan amounts and estimated payments, there are things you can do to make this information accessible to your in-school borrowers. By encouraging your students to learn who their servicer is, and establish an account and a relationship with them while they’re still in school, you’re connecting them with loan details, financial literacy resources for budgeting and borrowing, and repayment planning assistance.

In addition to helping your students access servicer resources that better position them for college completion and repayment success, encouraging the student-servicer relationship early on also smooths the way for a strong relationship for years to come.



## Members Help Students Affected by Corinthian Colleges Closure



**Scott Cline**  
CASFAA President-Elect  
California College of the Arts

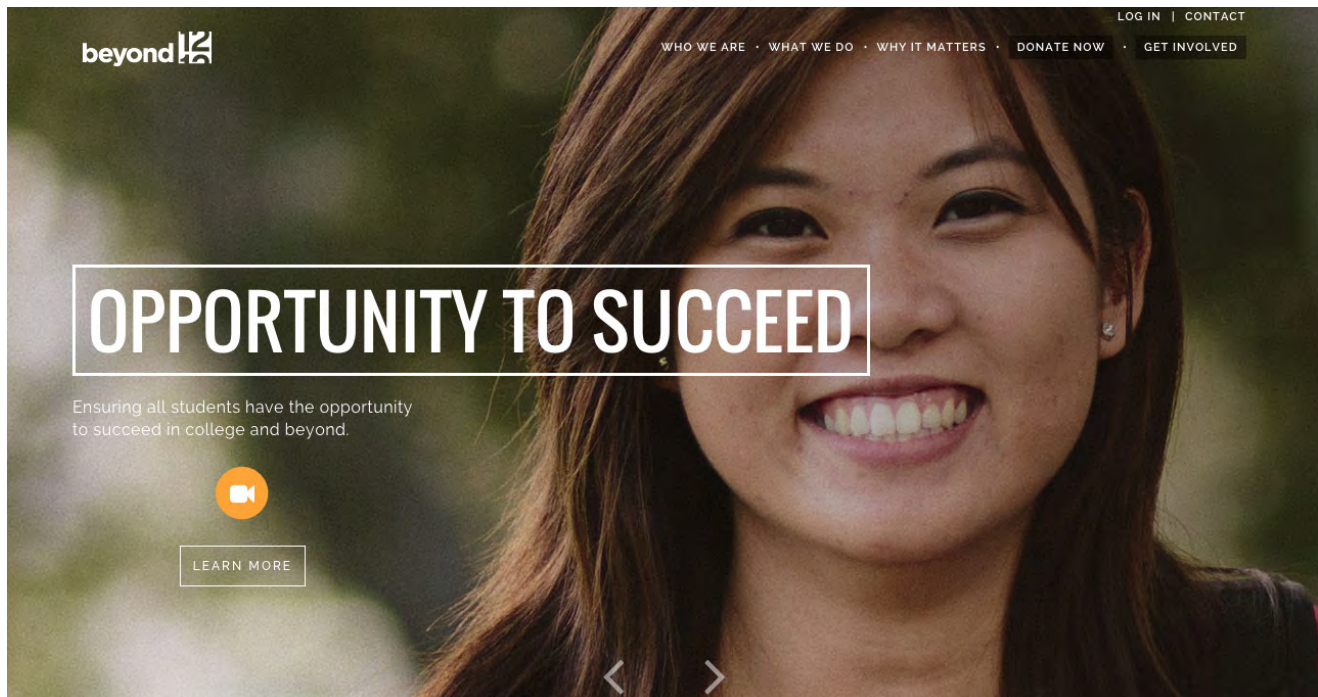
As many of you know, with the sudden closure of Everest, Heald and WyoTech campuses in 2015, thousands of students faced the tough decision of what to do next in their education. The Department of Education and many of the surrounding colleges and universities were faced with a large wave of students from the closed campuses who had questions about their financial aid, transfer units and advice of what to do next.

By the middle of June, the Department of Education partnered with the San Francisco based non-profit [Beyond12.org](#) to develop a resource website for the affected students. At the same time the Department of Education reached out to WASFAA, CASFAA, and NASFAA in a combined effort to assist these students and answer financial aid questions the students might have.

[Beyond12.org](#) developed [NextStepsEdu.org](#), a resource website and help-ticket system, that allowed affected students provide their information and ask questions about college advising, transfer units, financial aid and loan discharge. These tickets were then to be routed to experts in the topic to reach out to the students to provide guidance and resources.

Since many of the students who were attending one of the closed institutions were located in either California or the remainder of the WASFAA region, CASFAA and WASFAA members were the ideal experts to assist students with financial aid and loan discharge questions.

Our members quickly stepped up to assist. The call for volunteers went out on June 1 and the first two months of *continued on next page*





## Members Help Students (continued)

**NEXTSTEPS>EDU**

Ready? Let's Talk.

Complete the form below to get started. One of our advisors will follow up with you as soon as possible.

First Name\*

Last Name\*

What was the name of your school?\*

Please select your college

What was your program of study (or major, field of study, degree, etc.)?

What state was your school located in?\*

volunteer spots were filled within three days—a testament to the dedication and professionalism of this community.

During the first day of the [NextStepsEdu.org](http://NextStepsEdu.org) website launch, over 150 financial aid related questions were received. A tremendous response that required a few extra members needing to be added to help answer the overwhelming ticket volume. After the first few weeks, the ticket volume decreased to a manageable level for the volunteers.

An additional volunteer call was sent out in late July to help students in the months of August and September. This effort received overwhelming support from our community, nearly 40 CASFAA and WASFAA members have volunteered to assist students over the past four months. Through the end of September, 1,233 students have submitted a ticket through the [NextStepsEdu.org](http://NextStepsEdu.org) website, of which, over 650 were related to financial aid or loan discharge.

The volume of tickets was much higher than anticipated and thanks to the hard work, dedication, and compassion of our members, hundreds of students were assisted.

Thanks to each and every one of the CASFAA and WASFAA volunteers and a special thank you to Charlotte Etier, Senior Research Analyst at NASFAA, and Angel Flores, NASFAA's Policy Intern, who trained the volunteers and organized the entire operation.

**NEXTSTEPS>EDU** MISSION RESOURCES ABOUT CONTACT

# College Closed?

## Don't worry, we're just a click away.

Need help with academic planning, financial aid or other questions?  
Click below to be connected to one of our on-call advisors

[Connect to an Advisor](#)

## **2015 CASFAA Conference Speakers**

### **Featured Speakers Sunday, November 1**

**Dr. Victoria C. Rosario**  
Associate Vice Chancellor of Student Services  
Los Rios Community College District

**Benigo Salazar**  
Marketing Analytics Consultant  
Education Financial Services  
Wells Fargo

**Gladis Quintana Garcia**  
2014 Graduate  
California State University Sacramento

### **Featured Speakers Monday, November 2**

**Justin Draeger**  
President, CEO - NASFAA

**Dan Mann**  
Director of Student Financial Aid  
University of Illinois at Urbana-Champaign  
National Chair - NASFAA

**Barbara Bickett**  
Senior Director, Regulatory Affairs  
DeVry Education Group  
President - WASFAA

### **Featured Speaker Monday, November 3**

**Jeff Baker**  
Director  
Policy Liaison & Implementation Staff  
United States Department of Education

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# 2015 CASFAA Conference Sessions

SUGGESTED THREADS	DEPARTMENT OF EDUCATION	FINANCIAL AID BEST PRACTICES	MANAGEMENT, LEADERSHIP, GLOBAL THINKING	PROFESSIONAL DEVELOPMENT, CUSTOMER SERVICE	FINANCIAL LITERACY & STUDENT LOANS
Room Number	Sunday, 11/1 3:30 – 4:45 PM	Monday, 11/2 10:00 – 11:15 AM	Monday, 11/2 1:15 – 2:30 PM	Monday, 11/2 3:00 – 4:15 PM	Monday, 11/2 4:30 – 5:45 PM
	<b>SESSIONS: A</b>	<b>SESSIONS: B</b>	<b>SESSIONS: C</b>	<b>SESSIONS: D</b>	<b>SESSIONS: E</b>
	A1	B1	C1	D1	E1
<b>301</b>	Developing a Staff Training Plan	Sending the Right Message	First Aid for Stress	Communicating in Stressful Situations	Building Teams for Success
	A2	B2	C2	D2	E2
<b>302-303</b>	Strategic Planning	Leadership/Management Development	Leadership Coaching	Championing Change	Performance Management
	A3	B3	C3	D3	E3
<b>304</b>	No Student Left Behind: Adult Learners and Financial Literacy Programming	Walking the Path: Utilizing Behavioral Finance to Strengthen Your Financial Education Outcomes	Grace Period Counseling for Student Loan Repayment Success	Things I Learned From Credit By Ruining My Own	Using "Big Data" to Prevent Loan Delinquency and Default
	A4	B4	C4	D4	E4
<b>305</b>	Loan Forgiveness From A to Z	The Strategic Plan: Appeals and Financial Literacy	Don't Underestimate the Power of Why	Gamifying the Financial Aid Office	Default Management and Financial Literacy – Developing an Outsourcing Strategy
	A5	B5	C5	D5	E5
<b>306</b>	2016-17 Verification	R2T4 and Disbursements in Modules	Administering Title IV Aid for Transfer Students	Working with Eligible Non-Citizens	2016-17 Verification (repeat)
	A6	B6	C6	D6	E6
<b>307</b>	Direct Loan Processing Update	Direct Loan Processing – Managing SULA	Fraud and Abuse – a Conversation With the Office of the Inspector General	Program Review Essentials and Top Ten Compliance Findings	Tax Transcripts Comparison
	A7	B7	C7	D7	E7
<b>314</b>	Connecting SAP to Retention	Web Grants Training	Cal Grant Program Compliance	Cal Grant Program Updates	California Dream Act
	A8	B8	C8	D8	E8
<b>315</b>	Vets in the Classroom – Veterans Student Panel and Information Session	2015 and Beyond – Assessing Risks and Rewards	Preparing Yourself for Promotion	Student Aid and the Federal Budget	Preparing for a Program Review
	A9	B9	C9	D9	E9
<b>316</b>	Designing a Proactive Debt Management Strategy	Who is at Risk for Default? Analysis and Strategies for Default Prevention	Default Prevention on Campus – In-Source or OutSource?	Effective Income Driven Repayment Plan Counseling	Packaging PLUS – A Question of Choice
	A10	B10	C10	D10	E10
<b>317-318</b>	Presentation Skills for the Non-Presenter	Gainful Employment – Practical Considerations of Implementation	Identity Theft: Help Your Students Avoid This Epidemic	Serving Your Military Service Members	Using Technology in the Financial Aid Office to Improve Efficiency and Customer Service
	A11	B11	C11	D11	E11
<b>319</b>	Leadership and Ethics	Understanding Credit	From Idea to Law – the Pathway to Legislation	Using Emotional Intelligence and Customer Service Synergy to Serve a Multi-Generational Student Body	Successfully Navigating a Multi-Generational Office

# Portraits of Success



**casfaa**  
California Association of Student Financial Aid Administrators

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November 1-3, 2015  
Hyatt Regency**