

# CASFAA Applauds the Governor retention of cal grants in may revise



**Yvonne Gutierrez-Sandoval**  
CASFAA President  
Pitzer College



**Maureen Mason-Muyco**  
CASFAA Vice President  
for State Issues  
Solano Community College

CASFAA issued the following press release on May 17, 2010:

The California Association of Student Financial Aid Administrators (CASFAA) wishes to publicly thank and offer our appreciation to the Governor for his support of the Cal Grant program for California students. CASFAA would also like to thank the legislators and especially the members of the Higher Education Committee for their support of the students and parents of California. The State of California has one of the nation's premier educational systems for our residents. One of the major factors for this success is the foundation provided for financial assistance to achieve access -- the Cal Grant. While we realize that California is in the midst of a serious economic crisis, had the Cal Grant Program been cut or eliminated, it would have severed the critical lifeline now available to low income students receiving college or career technical education, and could have compromised the future of our state.

With so many of our residents unemployed, more Californians are returning to college in an effort to enhance their ability to compete in the job market. Parents may be facing the

devastating decision of telling their children that they can no longer afford to send them to college. These situations have a detrimental effect on California's economy as these students leave college and enter the job force at a time when jobs are increasingly difficult to find. Students who graduate from college are more likely to find employment that leads to being productive taxpayers and consumers in our state. Maintaining the Cal Grant Program is a positive step to alleviate these circumstances.

The California Association of Student Financial Aid Administrators (CASFAA) is a non-profit organization of 1000 professionals representing 500 educational institutions in the State of California.



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**For membership information or to report address changes/corrections, please contact:**

Daniel A Reed, Chair  
Financial Aid Officer  
Point Loma Nazarene University - San Diego  
4007 Camino Del Rio South  
San Diego, CA 92108  
Ph: (619) 563-2843  
Fax: (619) 563-2898  
[dreed@pointloma.edu](mailto:dreed@pointloma.edu)

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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**

Colleen MacDonald  
National Accounts Director  
Client Services  
EdFund  
San Mateo, CA 94401  
204 East Second Street, #336  
Ph: 866.290.9020  
[cmacdona@edfund.org](mailto:cmacdona@edfund.org)

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**Editorial Staff**

Colleen MacDonald – *Editor*  
Jamie Shrode – *Article Coordinator*  
Beth Violette – *Copy Editor*  
David Levy – *Copy Editor*  
Greg Ryan – *Columnist*  
Gabrielle Turner – *Columnist*  
Daniel Reed – *Membership*

**Graphics/Layout Coordinator**

Scott Telkamp, American Direct Mail

**Contributors**

Angelina Arzate, *Palomar College*  
Mindy Bergeron, *John F. Kennedy University*  
Gretchen Bonfardine,  
*American Student Assistance*  
Yvonne Gutierrez-Sandoval, *Pitzer College*  
David Levy, *Scripps College*  
Colleen MacDonald, *EdFund*  
Lawrence Persky,  
*University of California Los Angeles*  
Maureen Mason-Muyco,  
*Solano Community College*  
Anita Myles, *American Student Assistance*  
Vincent Ngo, *Orange Coast College*  
Daniel Reed,  
*Point Loma Nazarene University–Mission Valley*  
Greg Ryan, *Fullerton College*  
Marilyn Sweet, *NTMA Training Centers*

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# CASFAA Membership

it's never too late to express gratitude



**Daniel Reed**  
**CASFAA Membership/  
Volunteer Chair**  
Point Loma Nazarene  
University –  
Mission Valley



I just had the pleasure of sending out over 200 Certificates of Appreciation for CASFAA Volunteers from 2009 (if you don't have yours yet, expect it from your committee Chair soon!). It may seem like 2009 was a lifetime ago, but it is never too late to express gratitude. It is amazing how over 200 of you helped our organization to reach the lives of thousands of current and future students, enabling quality education for many who would never have dreamed it possible!

With 57 volunteers from throughout the state for Cash for College events, this committee was the largest by far. ~~This truly reflects CASFAA's commitment to the students of California.~~ The High School Relations and Conference Committees tie for second place with 28 each. ~~Again, we see our~~ members investing in our future students with High School Counselor Workshops and other outreach events. **It is understandable** that preparation for and Administration of our organization's biggest event – the annual Conference – requires many hands as well! This is right in line with CASFAA's Mission: to provide training and professional development opportunities to the financial aid community

and to advocate on behalf of the financial aid profession for student educational access and choice. Other committees include Federal Issues, State Issues, Ethnic Diversity, Electronic Initiatives, Fiscal Planning, Fund Development, Graduate/Professional Issues, Membership Services, Newsletter – the list goes on! Each of these groups works closely with our elected CASFAA Executive Council in order to maintain and expand the initiatives of the organization. While the work is spread among many, there is still enough for each volunteer to make a significant contribution. It is this combination of teamwork and individual excellence that keeps our organization going!

I hope that you will continue to be involved in CASFAA this year, and look forward to strengthening this organization together. Thank you so much to all of you who have faithfully served ~~last year and before!~~ 🙏

The  
**CASFAA Newsletter**  
has **available advertising  
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Please contact  
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# Your Students' Loans Were PUT Where?

## what the put program means to you and your students



**Anita Myles**  
American Student  
Assistance

Most of you have heard about your students' loans being "PUT" to the Department of Education (ED), and some of you may even know what that means. If you don't fully understand what happens when students' loans are PUT to ED, read on for a brief explanation. Once you understand the why and where, then the discussion of what it means to you and your students will make more sense.

In 2008, many lenders were having difficulty accessing funds to continue [lending](#) student loans. Since Federal Family Education Loan Program (FFELP) was the predominant source of student loans at that time, there was real concern that students and parents would not have access to funding for the coming school year. The Ensuring Continued Access to Student Loans Act of 2008 (ECASLA - HR 5715) was signed into law to make sure funds would be available. Better known as ECASLA, this law included an allowance for ED to purchase certain fully disbursed FFELP loans from lenders or loan holders. This in turn provided much needed liquidity in the market. Lenders could take the money that they made from selling loans in their portfolio and provide funding for new loans. These FFELP loans that were sold would then be serviced by one of five servicers identified by [the ED](#).

Affected borrowers receive notice from their loan holder that their loan is being sold. They also receive a welcome letter from ED with information on where payments must be sent and where they can access information. Unfortunately, students may have some loans sold to ED, but not others. And while ED will make every effort to ensure that all loans sold to them for a particular borrower are serviced by the same servicer, this is not guaranteed.

Having some loans PUT and others not would result in the borrower having more than one student loan payment each month. Now add in the fact that all loans going forward will be made through the Direct Loan Program (DL). Students could have 3 or more payments to make each month once they go into repayment. Even if their FFEL, PUT, and or Direct Loan are serviced at the same place, they will not be able to combine the payments. Each would have to be paid separately.

The timing could also get a bit confusing. The sale of the loans could happen while the borrower is still in school or it could happen after they are out. There could be a lag of up to 30 days before National Student Loan Data System (NSLDS) is updated, so that even a diligent borrower who is trying to keep track of what is happening with their loans may not have access to up-to-date information. And how many of our borrowers are that diligent? Truthfully... we're lucky if our borrowers even remember who they borrowed from in the first place. Now throw in the idea of some of their loans being sold to ED, some remaining with the original lender or even being serviced by a servicer contracted by the original lender and the fun really begins! Not to mention that throughout this timeframe, lenders have been pulling out of the business which meant that some of your borrowers had to pick a different lender in order to access additional student loans. All of these factors have created a less than ideal scenario for your student loan borrowers.

The Health Care and Education Reconciliation Act of 2010 (HCERA) recognized the likelihood that borrowers would have loans with more than one

holder and made an allowance for current students to have the ability to take out a Consolidation loan for one year (July 1, 2010 – June 30, 2011). But there are some drawbacks you should make your students aware of. If a student takes advantage of this consolidation option while they are in school, they will lose their grace period. They will go into repayment immediately after leaving school (potentially even throughout the summer months between school years) if they don't take some action to apply for a deferment or forbearance.

The school will need to be extra attentive to borrowers during this time. Providing specific information about the current student loan environment without completely overwhelming the borrower will be the balance schools must attempt to achieve. It will be very important, especially at Exit Counseling, to make sure that student loan borrowers understand that the entity they are repaying may not be the same one from which they borrowed – through no fault of their own. The school must make clear the importance of reading all mail and following through on all instructions. Even though the borrower may think that they have everything in place, things could still change, and the borrower should be made aware of that.

Information for borrowers is available from many of your existing loan partners. Even though you will be processing loans through the Direct Loan program going forward, your current partners will continue to work with existing loans (until and unless they are PUT) and are still available to help you educate your borrowers about the repayment process. [📖](#)





## TG default prevention – Support for student loan borrowers

TG is committed to helping borrowers succeed in repaying their student loans. TG stays in touch with borrowers so that they understand their repayment obligations and have support when they need it.

- ▶ **Default prevention call centers**  
TG's specialized call centers help borrowers stay informed about their repayment options.
- ▶ **Financial literacy**  
TG provides useful financial literacy information before repayment begins.
- ▶ **Contact tools**  
TG uses phone, e-mail, and letter campaigns to reach borrowers throughout the life of a loan.

Learn more about TG's default prevention services at:  
[www.tgslc.org/CASFAA](http://www.tgslc.org/CASFAA)

**Making a difference for student loan borrowers**





**Marilyn Sweet**  
CASFAA Fund  
Development  
Committee Chair  
NTMA Training Centers

First, great news for our fundraising activities! We are now registered with the Ralphs Program. Let us start registering our rewards card online. Our purchases will benefit our association and the community projects that we are planning to be implement once funds are available to sustain them. Please don't forget to ask your family and friends. We will be announcing incentives for the top 10 members with the most referrals on a weekly basis beginning the first week of June on our CASFAA website.

~~Our assigned NPO number 92253. Please refer to this number in all future correspondence.~~

## RALPHS REWARDS Can help us raise money!

Register Your  
Rewards Card  
Online to  
Benefit Our  
Association  
& Community!

Use CASFAA's  
NPO Number: 92253



### TO USE THE RALPHS COMMUNITY CONTRIBUTION PROGRAM:

- Simply encourage your members to register online at [www.ralphs.com](http://www.ralphs.com)
- Be sure to have your Ralphs REWARDS card handy and register your card with your organization after you sign up.
- ~~If a member does not yet have a Ralphs REWARDS card, please let them know that they are available at the customer service desk at any Ralphs.~~
- ~~Click on Sign In/Register~~
- ~~Most participants are new online customers, so they must click on SIGN UP TODAY in the 'New Customer?'~~ box.
- Sign up for a Ralphs Account by entering zip code, clicking on favorite store, entering your email address and ~~creating a password, enter your card number and personal information, agreeing to the terms and conditions then 'Complete Registration'.~~
- You will then get a message to check your email inbox and click on the link within the body of the email.
- Click on My Account and use your email address and password to proceed to the next step.
- Click on Edit Community Contribution information and input your 5 digit NPO number shown above, click search, select your organization and save changes.
- ~~Now, view your profile including your organization participation.~~
- REMEMBER, purchases will not count for your group until after your member(s) register their card(s).
- Do you use your phone number at the register? Call 800-660-9003 to get your REWARDS card number.
- Members must swipe their registered Ralphs REWARDS card or use the phone number that is related to their registered Ralphs REWARDS card when shopping for each purchase to count. If you are interested in the alternate SCANBAR method of member registration, please call 800-443-4438 or email your request to [community.programs@ralphs.com](mailto:community.programs@ralphs.com) and a SCANBAR letter will be mailed to you.

Secondly, do you NEED more tax shelter this year? We encourage you to visit [www.biddingforgood.com/casfaa](http://www.biddingforgood.com/casfaa) to start donating goods and shop around in preparation for our SUMMER online auction.

Finally, prepare to showcase your talents! We are in the planning stages of putting together a fundraising event around the Fall Season. Your participation is vital in the success of our programs. You will definitely have the time of your life in this spectacular showcase! Our goal is to provide the best entertainment in 2010!

Thank you, and your kind support is deeply appreciated! 🙏

# Need money to go to school?

come to our financial aid event!



**Vincent Ngo**  
Orange Coast College

The Orange Coast College Financial Aid Staff is very excited to participate in the "I Can Afford College" campaign with the theme "Free Rides to College." We are delighted that this campaign will help current and prospective Orange Coast College students. ~~It is our goal to educate these students about Financial Aid.~~ We want to encourage them to discover all the Financial Aid resources that are available so they may pursue the dream of a college education. To celebrate, OCC had "Awareness Day" on May 18, 2010. There was ~~an opportunity~~ for one of our students to win the grand prize of a car and a two year community college scholarship. 🎓



**ENTER THE  
FREE RIDE  
TO  
COMMUNITY COLLEGE  
SWEEPSTAKES**

You could win a  
2010 Kia Soul and a  
two-year community college  
scholarship!

**icanaffordcollege.com™**  
Brought to you by the California Community Colleges  
Sweepstakes and prizes provided by Radio Partners.

## Come to our financial aid event!

**Where:** Orange Coast College – In front of Watson Hall

**When:** May 18th, 2010

**Time:** 10:00 – 2:00

Learn about financial aid resources at a one hour financial aid orientation from 11-12.

Learn about other campus resources such as EOPS, CARE, CALWorks and many more...

Computers will be available to help you get started with your financial aid application

Enter for a chance to win one of many giveaways...

- 2010 Kia Soul
- Apple iPads
- Gas cards
- Scholarships
- Gift cards



# Less Staff, More Students & New Challenges

the world of financial aid



**Greg Ryan**  
CASFAA News  
Columnist  
Fullerton College

The spring semester is almost done, graduation is upon us, and another academic year is coming to a close. Well, not quite...but I think I have the "Two Pells in an Award Year" almost figured out. Even better, it appears that with a new release, our Financial Aid Management System will too! However, waiting on the updated release has delayed the start of in taking files for 2010/2011, but I am confident our office will still be okay.

Many of my colleagues are facing lay-offs, furloughs, or salary cuts. Some are facing a combination of the three. I have been fortunate, at my College, and we have been okay thus far and appear to remain so for next fiscal year. However, most of my colleagues were faced with double digit increases in 09/10, and my office is no exception. Through February 2010, we had paid 1,000 more Pell recipients than through all of 08/09 (including the summer of 2009). So, I know we will continue to see increases through summer 2010 and our first year of accelerated Pell.

Like many of you, I am expecting another increase in students for 2010/2011 with no new staff to serve students. We just converted to Direct Lending in April and made the decision to "pilot" a small group of students rather than wait for the huge fall disbursement to see how things went. We had a few hitches but got the

student "guinea pigs" paid in time. I took the opportunity of converting to Direct Lending to completely streamline and automate the loan process. We previously had the student come in to request a paper application and loan packet. Now everything is completed online, so it will

this year (for students I had paperwork on), I refined the autopackaging to cross check to make sure we had previously obtained a copy of their photo identification. ~~This looks like it is going to work, so I am planning on trying this for 2010/2011.~~ My hope is that even though



reduce approximately 1,000 students in line ~~who already might have been there previously completing their file, dropping off tax returns, etc.~~

In 2009/2010 and prior, students had to complete something with our office in order to be awarded, even if they were not selected for verification. I wanted to simplify this process, so I made a move to try to auto package any student with a processed ISIR who was accepted to our institution and had no conflicts on the ISIR record. I made progress on autopackaging, but ran into road blocks. After dealing with some identity theft cases

we are starting several months later than in years past, we will have thousands of students auto packaged who would have previously be in line at our office, and thus will wind up ahead in the long run.

Since we can't grow staff when we have more students to serve, we are making refinements to get the job done as efficiently as possible for our students while keeping ourselves sane! We'd love to hear what you are changing for 2010/2011 and the reason for the change. Please feel free to contact me at [gryan@fullcoll.edu](mailto:gryan@fullcoll.edu) if I can feature your story in a future edition of CASFAA News. 📧

# A Note from Your CASFAA President



**Yvonne Gutierrez-Sandoval**  
**CASFAA President**  
Pitzer College

May 1st has passed and the race is now on to get the transition to Direct Lending (DL) complete so we can process loans during our "high" season. It just never stops, does it? I hope that each of you is holding your head above water and looking forward to the fall, when we actually get to meet the students that we've been working with all spring and summer.

CASFAA will be sending out ballots soon for the election of the 2011 Executive Council. We had a wonderful response to the request for nominations, and I'm sure you will all be pleased with the slate of candidates. Please take the time to vote—we are in challenging times and we want the greatest participation of our Association members so we can move forward.

We also have several by-law amendments on the ballot and I urge you to consider them, as well as review the background of the primary by-law amendment **with you**.

The Executive Council proposes to amend the CASFAA by-laws by deleting the

following section:

## **Article XIV – FISCAL YEAR**

Section 1. The fiscal year of the Association shall begin on the 1st day of January and end on the 31st day of December in each year.

**Question: Why is the Executive Council proposing that this section of the by-laws be deleted?**

Answer: The Executive Council would like the ability to change the fiscal year as necessary.

**Question: Do we need to change the fiscal year?**

Answer: In January 2009, the 2009 CASFAA Treasurer proposed changing the fiscal year to begin April 1. In October 2008, CASFAA's accounting team of Hinton Kreditor Gronroos suggested an opportunity for strengthening operating efficiency in their internal control letter, supplementing the audits of 2005, 2006, and 2007. They said, "It is customary for an organization to select a fiscal year that begins in conjunction with the beginning of its product revenue cycle. The beginning of the Association's product cycle would appear to be more identified with July 1 (June 30 fiscal year end). The Association would benefit from such a fiscal period in

regards to closing the books at a period when year-end closing procedures can be performed expeditiously."

**Question: The by-law change was submitted to the membership in November/December 2009 and failed for a lack of a quorum. Why is it being submitted to us again?**

Answer: In January 2009, based on the 2009 Treasurer's recommendation, the CASFAA EC approved to change the fiscal year from January 1 (December 30 end) to April 1 (March 30 end). As a result of the unanimous vote, the 2009 Treasurer filed a change of fiscal year with the Franchise Tax Board and the Internal Revenue Service, requested an audit for the three month period of January 2009-March 2009, and filed a "short-year" return with the IRS. After these actions were taken it was brought to our attention that CASFAA's by-laws stipulate the fiscal year beginning and end, and that the CASFAA Executive Council did not have the authority to make a fiscal year change without a vote of the membership. Based on this information, the 2009 EC voted to conduct a special election to change the fiscal year retroactively. The vote failed for a lack of a quorum. In January 2010, the 2010 Executive Council voted to continue operating with the changed fiscal year and submit the by-law change to the membership again in an effort to align our accounting methods with our by-laws.

**Question: What happens if this by-law change does not pass?**

If the by-law change fails again, the Executive Council will have to vote whether to bring it before the membership again or to return to the fiscal year as described in the by-laws, which is January 1 through December 31. If we must return the fiscal year to January 1 through December 31, we will be required to file an amended tax return for 2009 and will need to notify the State Franchise Tax Board and the Internal

**CASFAA 2010  
Annual Conference**  
**SYNERGY**  
**December 12-14, 2010**

Manchester Grand Hyatt  
(San Diego)

[www.casfaa.org](http://www.casfaa.org)

## keeping you abreast of the association's activities

Revenue Service, as well as adjust the accounting entries since January 2009.

On a separate note, the Conference theme for the 2010 annual conference will be:

### **Synergy** (*syxnerxgy*)

n. The energy created by collective action

The charity organization chosen for the 2010 conference is "Shoes That Fit". Watch for developments on the new CASFAA website. We hope that you can eek out travel funds for our favorite location—the Manchester Grand Hyatt in San Diego. We've kept the registration fee down and are negotiating with the hotel for the best room rate possible. We are adding some pre-conference activities and we hope that this premier

training event will draw a maximum number of our members.

Keep an eye out for Executive Council agendas and provide input as to items you would like to see discussed by your Council. The minutes of Council meetings are available on the website and it is our hope that you take a few minutes to review

them and keep abreast of the Association's activities.

Well, that is all for now, dear colleagues! Hang in there; keep on keeping on and smile for your students (even that last one that tried to ruin your day). We are all in this together and this profession chose us for a reason—it did choose you, right? ☺



2010 CASFAA Conference Charity

# Shoes That Fit

*Every child deserves them.*

December 12-14, 2010: Manchester Grand Hyatt (San Diego)

## THE NEWS DOESN'T STOP HERE.



Head over to our website for expanded content and helpful links including a wide variety of training events, job listings and up to the minute articles.

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- JobsLink - View and Submit Positions
- Up To Date Calendar of Events
- Past CASFAA Newsletter Archives
- Member Services • Online Forums
- Helpful Resources
- Available Scholarship Listings

[www.casfaa.org](http://www.casfaa.org)



# 5 Things You May Not Know



**Gretchen Bonfardine**  
American Student  
Assistance

You are already aware of the Cohort Default Rate (CDR) calculated for your institution each year, and you probably know the national CDR as well, but do you know what goes into this calculation? Here are 5 things that you may not know that could help you manage future CDR's.

## How is it calculated?

The CDR is based on the number of borrowers entering repayment, not the number or types of loans. Several pieces of this statement need explanation.

Borrowers are considered to 'enter repayment' following the last date of their grace period. Even if the borrower immediately takes advantage of available forbearance or deferment options, as long as their grace period ends, that borrower is officially in repayment ~ whether or not they must make that first payment.

The borrower must enter repayment during the specified Cohort Fiscal Year (FY). A Fiscal Year begins on Oct. 1 of a particular year, and ends on Sept. 30 of the following year. So, FY09 is Oct. 1, 2008 through Sept. 30, 2009. For FY09, borrowers who enter repayment between these dates are the only one's whose defaults count for your FY09 CDR. If you think about this, you may be surprised to realize then that your May 2009 grads would not be included in your FY09 CDR, since their grace period would not run out until November. Those students would be included in your FY10 CDR.

FFEL and Direct Subsidized and Unsubsidized Stafford Loans are included in the calculation. Officially, the old SLS is included as well (although there

are few, if any, that would be entering repayment at this point). PLUS, Grad PLUS, and Perkins are NOT included.

## What's the difference between the 2 year and 3 year calculation?

Basically, in the 2 year calculation, a borrower's default was only counted within the first 2 years of repayment (officially called the 'Cohort Default Period'). Under the 3 year terms, a default in the first 3 years (again, the 'Cohort Default Period') will be counted. So, it's not that more students are defaulting, it's just that previously, borrowers who only defaulted in their third year of repayment weren't considered in the calculation... now they will be. It is anticipated that Cohort Default Rates will rise significantly when the 3 year calculation is used. Officially, the FY09 CDR will be the first 3 year calculation.

Therefore, you will not see what this means to your school until you receive your draft rate for FY09 in February 2012. See the timelines in **Table A** to make it more clear.

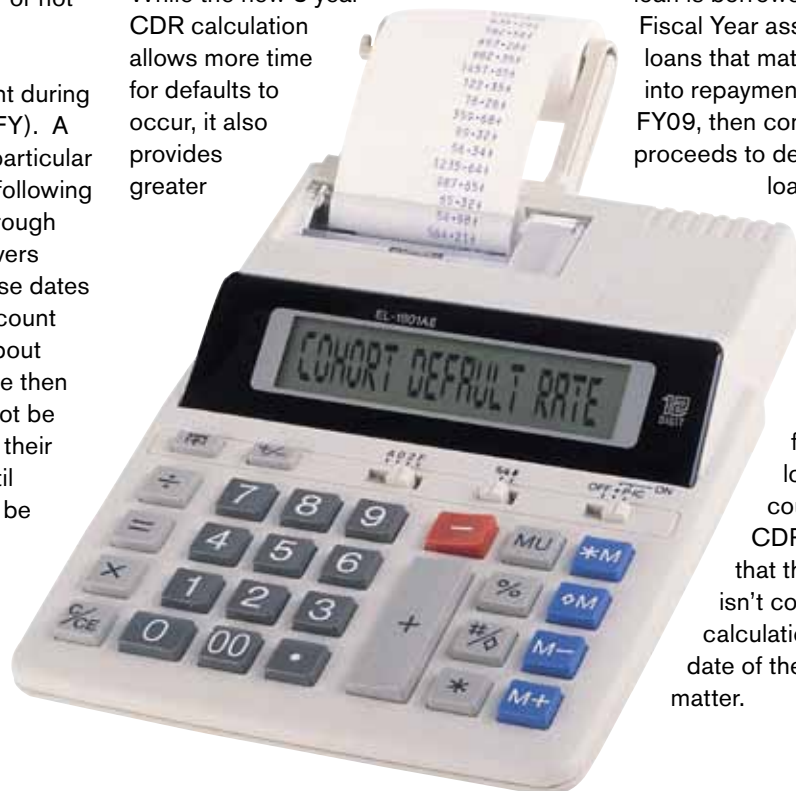
## How are Rehabilitated loans handled?

While the new 3 year CDR calculation allows more time for defaults to occur, it also provides greater

opportunity for a successful rehabilitation. Rehabilitated loans are previously defaulted loans on which the borrower makes 9 timely agreed upon payments. After the 9 months, the loan is no longer considered to be in default. If the borrower successfully rehabilitates their defaulted loan before September 30th of the Cohort Default Period (in our previous example, that would be Sept. 30, 2011), then that borrower is NOT counted as a defaulted borrower in the CDR calculation. If the borrower successfully rehabilitates after the end of the Cohort Default Period, they are no longer in default, but they ARE counted as a defaulted borrower in the CDR calculation. The key date is September 30th of the Cohort Default Period. If the borrower is in default as of that date, then they are counted as such for the CDR calculation.

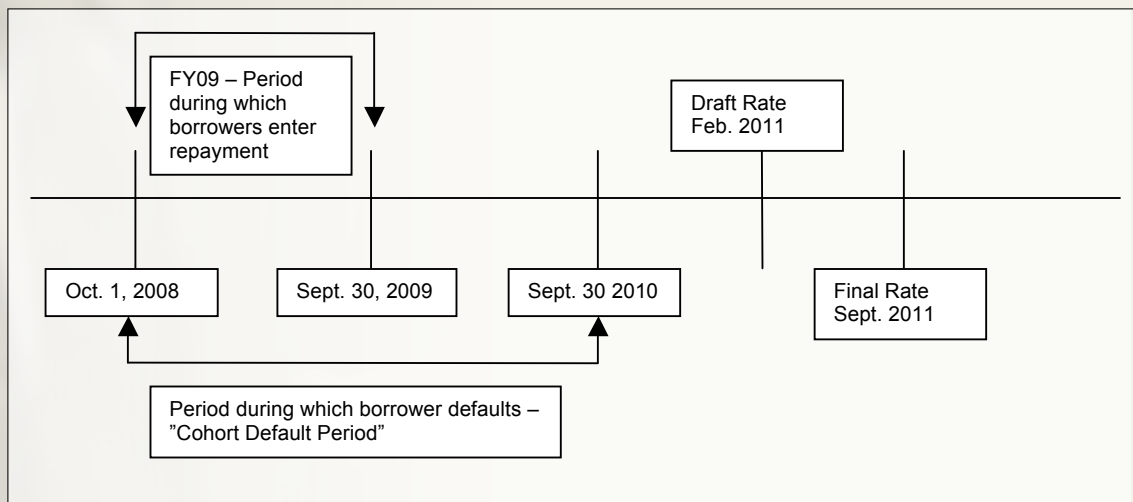
## How do consolidation loans affect the CDR?

Consolidation loans do not directly affect the CDR. Even though the underlying loans are paid off when a consolidation loan is borrowed, it is still the Cohort Fiscal Year associated with the underlying loans that matter. So, if a borrower goes into repayment on underlying loans in FY09, then consolidates their loans, then proceeds to default on the consolidation loan during the Cohort Default Period (sometime on or before Sept. 30, 2011), that borrower is considered to be in default. Even though the underlying loans have technically been paid-in-full by the consolidation loan, this borrower would be counted as defaulted for the CDR calculation. Remember that the consolidation loan itself isn't considered for the CDR calculation; it is the repayment start date of the underlying loans that matter.

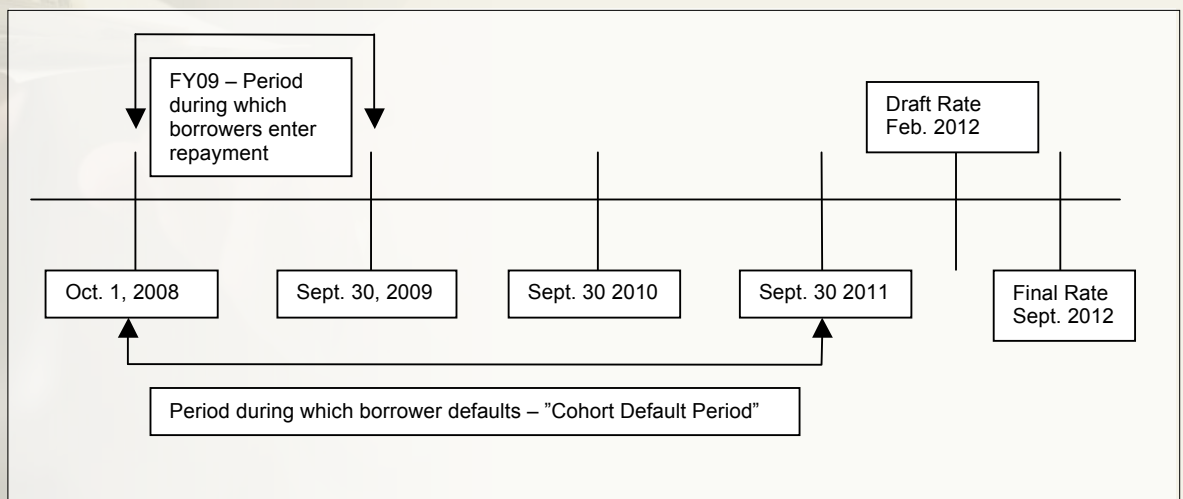


## about the cohort default rate (cdr) calculation

**Table A**



2 Year CDR example for FY09 (this is just an example since for FY09, the 3 year calculation will be used)



3 year example for FY09

### How can I have an impact on my CDR?

ED recommends that you regularly monitor the loan repayment status of your current and graduated students, not just when your Draft Rate is released each February. In the Cohort Default Rate Guide that can be found at <http://www.ifap.ed.gov/DefaultManagement/CDRGuideMaster.html>, several NSLDS reports are identified which will help you do just that. With these reports, you can choose a specific cohort of your students and monitor their repayment status. While schools focus the majority of their effort on current and

prospective students, it may behoove you to begin spending a little time developing a default prevention outreach program for ~~your recently separated students~~. It is widely agreed that the school is the trusted partner with the student. If they receive a call or letter from the school, it ~~could~~ be better received than something from a lender, guarantor, or ED. Reaching out to offer assistance (even just information) when the borrower finds themselves delinquent in their repayment will go a long way in changing their repayment habits and getting them back on the right track,

therefore directly impacting your CDR.

~~Cohort Default Rate is such a common concept to financial aid administrators, but few know everything that goes into it.~~ If you have additional questions about how the CDR is calculated or how you can monitor or appeal your rate, the information can be found at <http://www.ifap.ed.gov/DefaultManagement/CDRGuideMaster.html>. The guide hasn't been updated since 2006, but the basics are still accurate. Good luck. 🍀



We're here to help you meet our nation's changing higher education needs.

**A note to our schools and industry partners:**

The past year brought a number of changes to our industry. We want you to know that ECMC remains committed to providing high quality services to our schools, industry partners and students. We are here to support your transition to Direct Lending, and we will continue to work diligently to help students plan for college and responsibly manage their loan obligations.

As a nonprofit corporation providing services in support of higher education finance, ECMC has developed an effective approach to default prevention that begins with financial literacy. In addition, through ECMC Foundation, we develop outreach programs that promote college access, retention and success among low-income, first-generation college-capable students.

We continue to innovate our best-in-class services to meet our nation's changing higher education needs.

**Kathy McCutchen**  
kmccutchen@ecmc.org  
888.323.3262, ext. 2462 toll free  
503.314.1109 direct  
www.ecmc.org



# Looking for a Job?

Look no further than the CASFAA website.



Visit CASFAA's web site at [www.casfaa.org/Jobs/index.html](http://www.casfaa.org/Jobs/index.html) for information about current job openings.

## Looking to advertise a job?

EMPLOYERS: E-mail Linda Williams (Director of Financial Aid at Sierra College) at [lindawilliams@sierracollege.edu](mailto:lindawilliams@sierracollege.edu) for more information on how to place your job ad on CASFAA's website.

# NASFAA's Next President and CEO

justin draeger



**Barry Simmons**  
2009-10 National Chair

I'm pleased to inform you that NASFAA has selected Justin Draeger to serve as the association's next president and CEO. After a transparent and exhaustive national search, the Presidential Search Committee selected and the Board of Directors unanimously ratified Mr. Draeger based on his significant and unique set of skills, experiences and qualifications. This includes a comprehensive knowledge of financial aid, a demonstrated dedication to helping underserved students access higher education, and a progressive vision to strengthen the association.

The NASFAA Presidential Search Committee subjected Mr. Draeger and all candidates to an intense and grueling process of interviews and vetting. Throughout the process, he continuously demonstrated his commitment to furthering the goals of NASFAA and its members, a clear and attainable vision for achieving those goals, and an exceptional ability to lead and inspire. This reinforces what Mr. Draeger has demonstrated throughout his career, including his years at NASFAA. Highlights from his career include:

- Working as an aid director on campus where he helped lower the institutional default rate to zero percent
- Working first-hand with low-income, underserved minority populations while coordinating the efforts of 200 full-time volunteers
- Resolving regulatory issues as a lead

analyst for a state-based guaranty agency, helping schools resolve regulatory issues

- Helping raise the visibility and reputation of the financial aid profession as NASFAA's chief spokesperson
- Serving as a lead negotiator in negotiated rulemaking and helping bring negotiations to final consensus.
- Developing policy positions for NASFAA and advocating those positions to Congress, the White House, the Department of Education, and higher education associations

This unique set of skills and demonstrated ability helped Mr. Draeger stand out among the nearly 40 other applicants. We were fortunate to have a long list of highly qualified candidates for this position, representing various backgrounds and professional experiences, both from within and outside of the higher education/financial aid community.

Throughout this arduous and open process, Mr. Draeger consistently rose to the top of the pack. We are confident that he brings a unique combination of experience, skill and preparation which typifies the commitment, authenticity, knowledge and integrity we were seeking in the next leader of our association. These

exceptional leadership characteristics will move NASFAA and its members forward into the next decade. That is why we are so pleased to have Mr. Draeger at the helm.

As president, Mr. Draeger will report to the Board of Directors and provide leadership for the Association membership and staff to enhance services and resources



provided by NASFAA. He will also serve as the primary voice of NASFAA and as the liaison between the Association and members, education association partners, the media, the Congress, the White House, the U.S. Department of Education, and other government agencies.

Following a two-month leadership transition, NASFAA plans to formally introduce Mr. Draeger as president to the membership at NASFAA's Annual National Conference in Denver this July.

I want to thank all the NASFAA members who helped us in this selection process and I appreciate your continued support for the association.



# CASFAA Day at the Capitol



**Colleen MacDonald**  
*CASFAA Newsletter*  
*Editor*  
*EdFund*

CASFAA and CCCSFAAA worked together to organize a great Day at the Capitol (DATC) to advocate for state financial aid issues. The advocacy event was on Tuesday, May 11. This well-organized event included panels with key individuals to discuss the state of financial aid in California, such as:

## **CSAC Update**

Diana Fuentes-Michel,  
*California Student Aid Commission (CSAC)*  
*Executive Director*  
*Legislative Panel Presentation*

## **Moderator:**

Lori Nezhura, CSAC

## **Panelists:**

Judy Heiman,  
*Legislative Analyst's Office (LAO)*  
Seija Virtanen,  
*Senate Budget and Fiscal Review*  
Sara Bachez,  
*Consultant for the Assembly Budget Subcommittee on Education Finance*  
Danny Alvarez,  
*Principal Consultant for Senate Education Committee*  
Amy Rutschow,  
*Assembly Republican Consultant*

## **Segment/System Representatives Panel Presentation**

### **Moderator:**

Yvonne Gutierrez-Sandoval,  
*CASFAA President*

### **Panelists:**

Jonathon Brown,  
*Association of Independent California Colleges and Universities (AICCU)*  
Karen French,  
*University of California Office of President (UCOP)*  
Amy Costa,  
*California State University Office of the Chancellor (CSUOC)*  
Marlene Garcia,  
*California Community Colleges Chancellor's Office (CCCCO)*  
Robert Johnson,  
*California Association of Private Postsecondary Schools (CAPPS)*

Bob Collins, Vice President, Student Financial Aid Regulatory Affairs for Apollo Group, Inc said, "The joint associations Day at the Capitol was very informative with morning session updates from key legislative staff members and other colleagues. Afternoon visits with elected officials gave us the opportunity to demonstrate the importance of state investment in higher education. Needy students in California will benefit the most with the Governor's renewed commitment to protect higher education funding."

As leaders and members in our state association, participants were strongly encourage to use the time to meet with their Assemblyperson, Senators, and/or their staff as an important first step in developing these essential relationships. The State Issues Committee worked with participants to set up the meetings. Because some participants have several districts around their school, some met the member representing their institution, their home, and/or a district in which many of their students live.

Here are a few of the members and/or staff that CASFAA participants met with:

Yvonne Gutierrez-Sandoval –  
**Assemblyperson Norma Torres**

Maureen Mason-Muyco –  
**Assemblyperson Mariko Yamada**

Lindsay Crowell –  
**Senator Fran Pavley**

Colleen MacDonald –  
**Senator Leland Yee**

Some CASFAA participants from the California system offices were reiterating the key points from the April 27th the UC, CSU and Community College systems joint advocacy day at the state Capitol. The messaging was all



about reinvesting in public higher education. Protecting the Cal Grant and the Competitive Cal Grant was on everyone's mind knowing that the Governor's May Revise was around the corner.

Also, our community college colleagues were advocating against AB 1997 (Portantino) to require the use of the Free Application for Federal Student Financial Aid (FAFSA) when awarding the CCC Board of Governors (BOG) fee waiver to students. Although many financial aid advocates want students to maximize aid opportunities, there are concerns about segments of students who will lose BOG eligibility. Students attempting to qualify for the Ability to Benefit for federal student aid, English as a Second Language students, incarcerated students, et cetera may be left without California student financial aid funding.

After the event, Maureen Mason-Muyco, CASFAA Vice President of State Issues reflected, *"It was wonderful to have so much support for DATC. I couldn't have done any of it without the marvelous State Issues Committee members which provided guidance, direction and great suggestions."* The participants were energized by the experience and were eager to do continue their efforts again. *"The whole experience was informative and fun,"* said Angelina Arzate, Systems Module Functional Specialist at Palomar College.



# Reflections on Student Success

californians at wasfaa



**Mindy Bergeron**  
**WASFAA President**  
John F. Kennedy  
University

The 2010 WASFAA Conference provided the training and reflection needed to take us all into the next decade. The annual WASFAA Conference was held at the Coeur d' Alene Lodge in Idaho from April 18 to 20, 2010. There were over 50 ~~proposed~~ interest sessions and dynamic key note speakers scheduled. Ron Lee, from USA Funds, ~~put the program together so you know it's going to be chockfull of current information.~~ Below are some "highlights" from the conference program.

- Pell Potpourri – Two Pell in a Year
- Private Education Loans: Alternative Resources in Today's Economy
- R2T4 Overview
- Transitioning to Direct Lending
- Ten Best Practices for Non-Traditional and Online Student Support Services
- Direct Loan Processing – Using COD
- Direct Loan Funding and Cash Man-

- agement
- The Role of Financial Aid in Student Retention Efforts
- Best Practices: Policies and Procedures, Ethics on Campus

Terry Everson, a noted and familiar Leadership and Organizational Development Consultant and financial aid favorite, started off the conference with some of his high-energy, inspirational and timely tips for being a leader in today's ever-changing environment. Jeff Baker, the Director of the Policy Liaison and Implementation Staff, from Federal Student Aid US Department of Education gave his up-to-the-minute federal update. Jeff presented the "Tale of Two Pell's" or "Two Pell's in a Year" interest sessions. Jeff. Joan Crissman, NASFAA's Interim President and CEO as well as Dr. Barry Simmons, the NASFAA Chair, were more than willing to share the latest news from Capitol Hill as well as from NASFAA.

California had a great turn-out, In fact 20 percent of the participants were from our state. Thanks to speakers from California:



**Sun Ow,**  
Great Lakes Higher Education Corporation

**Mike MacCallum,**  
Long Beach City College

**Tami Sato,**  
Southern California College of Optometry

**Jacqueline Carroll,** EdFund

**John Green,** Greenwood & Hall

**Lynn Fox,** University of the Pacific

**Renee Gullotto,** Edfund

**Karen Dowdall-Gurnin,**  
Great Lakes Higher Education Corporation

WASFAA hopes that those participants enjoyed the timely training and experience on "Reflections on Student Success." 🎓

## WASFAA 2010 - Reflections on Student Success



# Getting the Message?

casfaa listservs



**Lawrence Persky**  
*CASFAA Electronic  
Initiatives Chair*  
University of California  
Los Angeles

With the launch of the new CASFAA website, we have also moved our Listservs to the new site, and added some additional mailing lists. The following are the listservs:

**California Community College Mailing List**

[casfaa-ccc@casfaa.org](mailto:casfaa-ccc@casfaa.org)

**California Graduate and Professional Colleges and University Mailing List**

[casfaa-gradpro@casfaa.org](mailto:casfaa-gradpro@casfaa.org)

**California Independent Colleges and Universities Mailing List**

[casfaa-indep@casfaa.org](mailto:casfaa-indep@casfaa.org)

**California Proprietary Colleges Mailing List**

[casfaa-prop@casfaa.org](mailto:casfaa-prop@casfaa.org)

**California State University Mailing List**

[casfaa-csu@casfaa.org](mailto:casfaa-csu@casfaa.org)

**Ethnic Diversity Liaison Mailing List**

[casfaa-edl@casfaa.org](mailto:casfaa-edl@casfaa.org)

**University of California Mailing List**

[casfaa-uc@casfaa.org](mailto:casfaa-uc@casfaa.org)

To view listservs that are available to you, please visit your My Profile page (under Membership) on the new site, and click on My E-Lists at the top of the page. On this page, you'll be able to subscribe to any available list, determine what email address you want the list to send to email notifications to, or

you can leave email notifications off and just view the messages on the website (you will still need to set an email address for administrative notes).

**PLEASE NOTE:** We were unable to transfer members from our previous Listservs to the new ones. To continue receiving communication from appropriate Listservs, please visit the CASFAA website and update your communications settings as described above. 📧



## Get Noticed!

### Advertise in the CASFAA Newsletter!

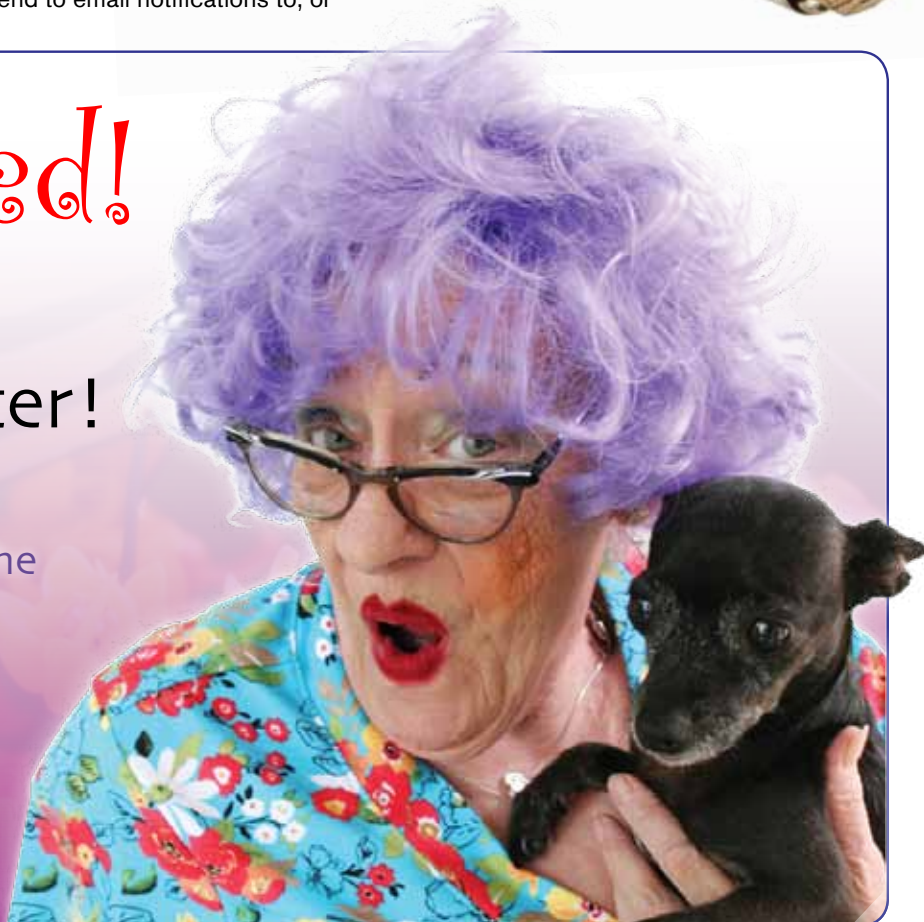
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For 2010 Advertising please contact **Colleen MacDonald**,  
Newsletter Editor for more details

[cmacona@edfund.org](mailto:cmacona@edfund.org)

866.290.9020



# Calling all Volunteers

high school counselors need your help



**Angelina Arzate**  
**CASFAA High School**  
**Relations Committee**  
**Chair**  
 Palomar College

CASFAAs High School Relations Committee (HSRC) needs LOTS of volunteers to help get out into your community and help high school counselors help students with financial aid questions in their quest for a college education.

**They don't know the right questions to ask?**

We can provide guidance on that!

**They don't know where to turn when they are on campus with their questions?**

We can provide guidance on that!

**They don't think they qualify because they are middle class?**

We can provide guidance on that!

**They don't know that a Pell Grant is a grant and not a loan?**

We can provide guidance on that!

**They don't know that a Direct Loan is a loan and not a grant?**

We can provide guidance on that!

So do you want to help? The high school counselors need you. Did you know that being needed is more desirable than being loved? LOL. What we do makes a huge difference between deciding to go to college and, more importantly, stay in college.

**Get your gloves, get in the game.**

Among its duties, the High School Relations Committee is responsible for scheduling and presenting financial aid information and training to high school counselors statewide. The committee meets mostly via conference calls but usually sets two (2) in-person meetings as well. Calls last about one (1) hour and are schedule as follows:

- Twice a month from May through August
- Weekly (if necessary) beginning September to the start of the workshops.

If you feel you may not be able to commit to becoming a full committee member at this time, we would still welcome your participation as a presenter. We would ask that you attend our training event (either in-person or via conference call) to go over

the presentation and volunteer to present at one scheduled site. The presentation includes an overview & summary of changes regarding the FAFSA and financial aid programs.

If you are interested, contact Angelina Arzate, 2010 CASFAA HSRC Chair (760)744-1150 x 3249 or [aarzate@palomar.edu](mailto:aarzate@palomar.edu).



## TRAINING CALENDAR

**Great Lakes Financial Aid Training**

Jun 23, 24, Jul 8, 15, 22      Webinar

**NSLP Financial Aid Training**

Jun 30, Jul 28      Webcast

**TG Financial Aid Training**

Jul 15, Aug 19      Webinar

**US Department of Education Direct Loan Training**

Jun 22, 23, 24      Webinar

**USA Funds Financial Aid Training**

Jun 22, 24, 29,      Webcast  
 Jul 1, 6, 8, 13, 15, 20, 22, 27, 29      Webcast  
 Aug 10, 12, 17, 19, 24, 25, 26      Webcast

# Transitions & Announcements



**Colleen MacDonald**  
CASFAA News Editor  
EdFund

In each issue, CASFAA News honors our members and their schools by sharing the news about momentous achievements, announcements and transitions:



**Kim Thomas, AFC,** has accepted a position with First Marblehead Corporation as a Relationship Manager.

Kim will continue to serve schools in California and Arizona delivering an integrated suite of products and services. "As we transition into a post-FFEL environment, I look forward to the opportunity to continue to use my counseling skills on educating students about responsible borrowing, money mgt skills and financial literacy awareness."



**Linda Bisesi** has been promoted to Assistant Dean of UC Hastings College of the Law. Linda has shaped the financial aid program at

the prestigious law school in San Francisco for 17 years. She has served in countless positions in professional associations including 2002 CASFAA President. 🏠

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OR  
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## CASFAA Membership Information Available At: [www.casfaa.org](http://www.casfaa.org)

# CASFAA Tech

## gizmos, widgets, apps & gadgets



**David Levy**  
Scripps College

Hardly a week passes without a new technological gizmo, widget, app or gadget hitting the consumer market. First, it was the Droid or iPad, now it's the Kin or the Dash (who thinks of these names, anyway?) And what about the apps which run on these products? Are any of them worthy of consideration for download or purchase?

I hope this new column will help CASFAA members learn about the latest electronic "stuff" that can help them with their personal and/or professional technological needs.

This month, we look at an iPhone/iPad app specifically designed to help students and families calculate their expected family contribution (EFC). With more than 100,000 apps available, it was amazing no one had come up with a quick and easy way for families to project the amount they might need to pay for college expenses. Until now that is.

I discovered two different apps ("iFinAid" and "My-EFC"). (Check out: <http://www.ifinaid.com/> and [http://ecmcrmc.com/details/MY\\_EFC.html](http://ecmcrmc.com/details/MY_EFC.html))

I tested and compared both products using various family socio-economic scenarios. Of the two, without exception, the iFinAid (created by a Caltech financial aid administrator and her husband) is the more solid and accurate product. It is easy to use and, more importantly, its Federal Methodology (FM) EFC calculation results consistently matched the EFC produced by the Federal processor. Too bad it does not allow for an Institutional Methodology (IM) calculation, but maybe that's in the works for a future release. The price is very attractive for such a solid calculator: \$1.99.

On the other hand, the My-EFC product (provided free by ECMC) produced results that varied by several thousand dollars from the FM EFC. Here's another limitation to the My-EFC calculator: You cannot enter asset information. But even running some sample cases with no assets, the EFC result was still very different and inconsistent with the EFC calculated by the federal formula.

My preference is clearly the iFinAid app, at the reasonable cost of \$1.99. Looks like it will be very helpful for those of us who are doing outreach and need a quick and accurate way for families to calculate an estimated EFC using an iPhone or iPad.

Have a thought about a new device or application you might like to see reviewed? Drop me a note at [dlevy@scrippscollege.edu](mailto:dlevy@scrippscollege.edu).

