

# How to Make the Most of Your Calls to Delinquent Borrowers



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

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

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

### Before the Call

- **Identify borrowers to contact.**  
Use the NSLDS Delinquent Borrowers report and guarantor reports.
- **Find phone numbers.**  
In addition to the phone numbers in your records and from NSLDS and guarantor reports, check with your school's registrar and alumni offices for updated contact information.
- **Consult** with your school's legal counsel for guidance to ensure you are complying with federal and state privacy and debt collections laws.

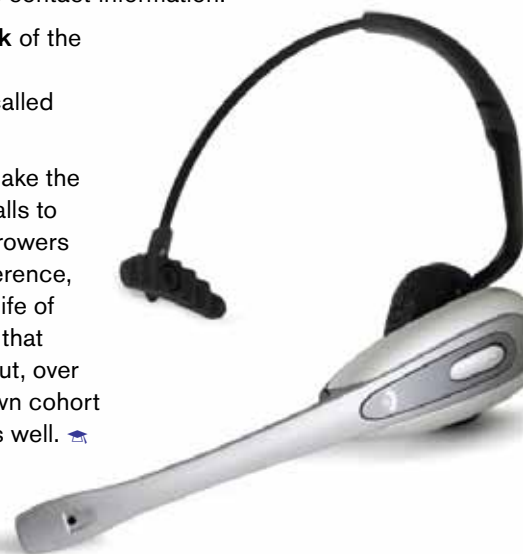
### During the Call

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

### After the Call

- **Update** your records with the date and outcome of the call and any changes to the borrower's contact information.
- **Keep track** of the borrowers you have called

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



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# Training Committee Update

CASFAA News is an official publication of the California Association of Student Financial Aid Administrators.

For membership information or to report address changes/corrections, please visit [www.casfaa.org](http://www.casfaa.org)

## 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.

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If you would like to submit an Article, please [visit our website](#).

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**Lily Ana Marquez**  
Training Committee  
Chair, Financial Aid  
Counselor  
Samuel Merritt University

The 2011 CASFAA Training Committee kicked off the year by sponsoring the **2011 Jim Briggs 1040 Workshop Series**, available to all financial aid administrators in Northern and Southern California. Individuals who registered for these workshops were guided through Personal, Business Federal Taxes, Verification and Conflicting information. As of early March, we had a total of 203 registrants for the workshops at Pomona College, Pepperdine University, Samuel Merritt University-SRC Campus, and Devry Graduate School of Management. We look forward in sending out an online survey to all attendees to get feedback on this workshop series.

The 2011 Training Committee looks forward to helping plan other events that we hope will be helpful to individuals in the financial aid industry. The Committee is composed of: Angelina Arzate, Rosleen Aurora, Dewayne Barnes,

## The CLFE Corner



**Kim Thomas**  
Volunteer Coordinator,  
Relationship Manager  
First Marblehead

The CLFE organization has redesigned its website to serve as a vital communication tool for its members and for the financial aid community as a whole. The launch has resulted in an improved website which offers a fresh new look that conveniently provides its online visi-



Mary Brooker, Luanne Canestro, Uvaldo Calderon, Scott Cline, Kendra Doss, Christopher Freeman, Sunshine Garcia, Germaine Graham, Carolyn Guel, Mary Hoang, Lawrence Persky, Robyn Reid, Yuliana Sandoval, Jamie Shrode, Ryan Smith, Kim Thomas, Carolyn Torres, Veronica Trejo and Carolyn West.

I personally thank all individuals and other CASFAA committees dedicated to working together this year to provide great training resources for CASFAA members and non-members. Although we are very appreciative of our current members, we encourage others to volunteer and get involved in this and other committees. Volunteering leads to individual growth and benefits our organization, which strives to provide resources to financial aid administrators. 🐾

## WHY BECOME A VOLUNTEER?

- ✓ Enhance your professional skills
- ✓ Enhance your relationships
- ✓ Network with your colleagues
- ✓ Join the Cause
- ✓ Make a Difference



tors with significant resources related to educating financing & services and easier accessibility for our members. This one stop shop site allows financial aid administrators to get information on our member community, private loans, private loan support, financial literacy & debt management, Federal loan servicing and upcoming training & events. Take a look and visit us at [www.CLFE.org](http://www.CLFE.org) 🐾



# Independent Segment Update



**Germaine Graham**  
*Independent Segment Representative, Associate Director of Financial Aid*  
Claremont McKenna College



Greetings Independent Segmental Colleagues!

Now that the semesters and quarters are humming away, we can turn our attention to more theory and less practical stuff, right? There are many pressing issues facing us in this era of economic hardship for the country, and especially for our state.

Here are a few highlights you should be thinking about on your campuses:

## **Federal Budget Cuts:**

### **How will your students be impacted?**

Many of you are working hard to respond to this question for your presidents, deans and directors. What strategic plans are you putting in place to deal with the issues of possible education cuts in the maximum Pell Grant, elimination of SEOP and LEAP and possible cuts in the Cal Grant program?

The CASFAA Federal Issues Committee, along with many other associations, is hard at work lobbying on behalf of students. A letter was sent to Senator Barbara Boxer stressing our strong opposition to HR1 and the Fiscal Year 2011 Continuing Resolution, as passed by the House of Representatives. As you know, HR 1 would cut funding for education programs by \$11.55 billion or 16.1%. This is the largest education cut in history, as well as cut Head Start by \$1.1 billion (15%).

Another concern that CASFAA stressed is the negative impact of the proposed cut of \$845 in the Pell Grant maximum award (15.2%) which will make college

less affordable and accessible for an estimated nine million low- and moderate-income students nationwide.

It is important that you write to your elected congressional representative to let them know the impact this will cause on your campuses. Start by educating them on the number of Pell Grant recipients at your institutions and give them an economic and academic profile of these students. Share with them how SEOG supports the nation's most talented students. Let them know of the tremendous support your colleges and universities also give to the financial aid programs, and stress the value of their partnership.

## **State Issues: CAL GRANT-**

### **What Role are you taking?**

### **Have you written your**

### **California legislator?**

### **Did you send students to the**

### **Cal Grant Lobbying Day?**

Cal Grants are the lifeblood and foundation of providing California residents with need a decent, affordable award. Cuts to this program will severely impact a student's ability to attend college – particularly for students from the lower socio-economic income levels. Please help us to help Sacramento know that we must put education first! Once again, on the state level, it is important that we keep our California legislators (both Assembly and Senate) apprised of the impact these cuts would have on our students. Again,

CASFAA's State Issues Committee is working hard lobbying for this program at the state capital.

## **Net Price Calculator -**

### **Are you still shopping around?**

The implementation deadline is October 2011 when yours must be up and running. As you know, the calculators, which are required under a provision of the Higher Education Opportunity Act, will allow prospective students and their families to estimate their personal out of pocket expenses at a particular college. If you would like to share how you are implementing this on your campus for our future articles, I'd like to hear from you. We encourage you to share so that we can learn from each other.

## **Volunteers - CASFAA Need You!**

What are you waiting for- if you are looking to get your feet wet in our organization, now is the time and volunteering is the best way to jump in. There is a lot to be done to keep our organization running. Committees are still forming for 2011. Check out more information online at [www.casfaa.org](http://www.casfaa.org), under "Committee Job Descriptions" in the "About CASFAA" menu.

I am so happy to be your representative.

If you have topics you would like to discuss in future articles please feel free to email me at [germaine.graham@cmc.edu](mailto:germaine.graham@cmc.edu). If you would like to write an article, I want to hear from you. 📧

# Federal Issues Update



**Melissa Moser**  
Federal Issues Chair,  
Financial Aid Director  
Orange Coast College

In January, an email was sent out to CASFAA Members asking for volunteers. We received 14 new members (noted by the \*) and many more volunteers that we were not able to accommodate due to the structure and size of the committee. A welcome and thank you goes out to the

members of the Federal Issues Committee 2011:

- |                                      |                 |
|--------------------------------------|-----------------|
| Anafe Robinson*                      | Jennifer Hardy* |
| John Davis*                          | Ketner David    |
| Barbara Wells*                       | Lindsay Crowell |
| Lovell Watson*                       | Lynn Fox        |
| Beryl Schantz                        | Mary Hoang*     |
| Natasha Kobrinsky*                   | Peggy Wellisch* |
| Carolyn Torres*                      | Scott Cline*    |
| Shandel Roberts*                     | Sunshine Garcia |
| Casey Dinsmore                       | Veronica Trejo* |
| Craig Yamamoto                       | Darlene Wilson* |
| Germaine Graham*                     | Jamie Shrode    |
| Dayshawna Litteton*                  |                 |
| Yvonne Gutierrez-Sandoval            |                 |
| Deborah Barker-Garcia,               |                 |
| and special advisor, Dr. Pat Hurley. |                 |

The Federal Issues Committee has been busy! With the budget disaster, it is even more imperative that CASFAA stay abreast of the education funding issues at the federal level which is changing every day. Committee reports are posted to the CASFAA website as well as the advocacy letters that were sent. See page 5 to view a copy of the most recent letter sent on HR1.

Thank you – we are going to have a busy year. 📅

*Thank You!*

## TRAINING CALENDAR

<b><u>ECMC Training</u></b> Credit Reports and Scores	<b>Apr 19, 2011 12:00 PM</b>	<b><u>ECMC Training</u></b> Financial Planning Made Easy	<b>Apr 28, 2011 3:00 PM</b>
<b><u>ASA Training for Students</u></b> From Application Through Repayment	<b>Apr 20, 2011 12:00 PM</b>	<b><u>USA Funds Training</u></b>	<b>May 5, 2011 8:00 AM</b>
<b><u>Great Lakes Training</u></b> Student Loans and Credit Reports	<b>April 21, 2011</b>	<b><u>USA Funds Training</u></b>	<b>May 10, 2011 8:00 AM</b>
<b><u>ECMC Training</u></b> Promoting Personal Finance.	<b>Apr 21, 2011 3:00 PM</b>	<b><u>USA Funds Training</u></b>	<b>May 11, 2011 8:00 AM</b>
<b><u>USA Funds Training</u></b>	<b>Apr 26, 2011 8:00 AM</b>	<b><u>Great Lakes Training</u></b> How to Prepare for an Audit or Program Review	<b>May 12, 2011</b>
<b><u>ECMC Training</u></b> Managing a Student Loan Portfolio	<b>Apr 26, 2011 12:00 PM</b>	<b><u>USA Funds Training</u></b>	<b>May 12, 2011 8:00 AM</b>
<b><u>ASA Training</u></b> The Keys to Presenting Successful Financial Literacy Programs on campus	<b>Apr 27, 2011 10:00 AM</b>	<b><u>Great Lakes Training</u></b> A Users' Guide to Default Prevention Tools	<b>May 13, 2011</b>
<b><u>Learning Links: NSLP's Professional Enhancement Series:</u></b> Two Pell's in an Award Year	<b>April 27, 2011, 10:30 a.m. – 11:30 a.m. (CST)</b>	<b><u>ASA Training</u></b> Helping Your Students Plan Their Road Trip to Financial Freedom	<b>May 25, 2011 10:00 AM</b>
<b><u>Great Lakes Training</u></b> Checks and Balances: Help Students Budget and Avoid Over-Borrowing	<b>April 28, 2011</b>	<b><u>Learning Links: NSLP's Professional Enhancement Series</u></b> Legislative and Regulatory Update	<b>May 25, 2011, 10:30 a.m. – 11:30 a.m. (CST)</b>
		<b><u>Great Lakes Training</u></b> How to Prepare for an Audit or Program Review	<b>May 26, 2011</b>





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March 2, 2011

The Honorable Barbara Boxer  
112 Hart Senate Office Building  
Washington D.C. 20510

Dear Senator Boxer:

We are writing on behalf of the more than 1,000 financial aid administrators who belong to the California Association of Student Financial Aid Administrators (CASFAA) representing over 500 postsecondary institutions of higher education. We would like to express our strong opposition to HR 1, the Fiscal Year 2011 Continuing Resolution, as passed by the House of Representatives.

HR 1 would cut funding for education programs by \$11.55 billion or 16.1%, the largest education cut in history, as well as cut Head Start by \$1.1 billion (15%). These sweeping cuts devastate programs benefiting children and students from Pre-Kindergarten through post secondary graduate education. The bill reduces funding for over 70 education programs including Title I, school improvement grants, teacher quality state grants, after school, literacy, math and science partnerships, education technology, school leadership, arts in education, parent resource centers, school counseling, career and technical education, Pell Grants, Supplemental Education Opportunity Grants, LEAP, aid to minority-serving institutions, TRIO, GEAR-UP, Byrd Honors Scholarships, higher education teacher quality partnerships, statewide data systems, and regional educational labs.

Of particular concern is the Pell grant maximum award cut by \$845 (15.2%) which will make college less affordable and accessible for nine million low-and moderate-income students nationwide. For many, such a cut would disrupt or derail their postsecondary education. It also contains provisions that would jeopardize the student loan and Pell Grant provisions included in last year's health care and education reconciliation bill. Cuts of this magnitude would completely reverse progress on improving student achievement, closing achievement gaps and increasing high school graduation, postsecondary education attendance and college completion rates. These disruptions impact the national recovery and thwart the President's American Graduation Initiative of 5 million Americans with earned post secondary degrees and certifications by 2020. One of the best ways to create jobs and improve our economy through global competitiveness is investing in education.

CASFAA supports budget solutions that protect access and choice for all students. For our educational system, students, and America's future, we urge you to reject the dramatic cuts contained in HR 1 and continue to support education. Please let us know if we can provide any other assistance as you move forward.

Sincerely,

Melissa Moser  
Vice President, Federal Issues

S. Lynn Fox  
President

# Policy Experts Examine New Verification Rules



**Carole Ann Simpson**  
*Consultant*  
 USA Funds

The program integrity final rules include numerous substantive changes to the verification process. These verification rules generally are effective July 1, 2012.

## Major changes related to verification include the following:

- Schools must complete verification for all files selected by the Central Processing System unless an applicant parent(s) or spouse, as applicable, are excluded from the verification process. Current regulations permit a school to limit verification to 30 percent of its applicants; this new rule eliminates that “cap.” This rule is effective July 1, 2012.
- An annual list of data elements will replace the five current verification

- data items – namely: adjusted gross income, taxes paid, household size, number in college and untaxed income and benefits. Under the new rules, the Institutional Student Information Record for each selected applicant will list the specific items that must be verified for that individual. Schools still will be permitted to select additional applicants for verification.
- Schools may accept the information obtained by the applicant and the applicant’s parents through the Internal Revenue Service data retrieval process, in lieu of collecting actual tax documents – provided the applicant has not changed IRS information. Note that the Department has stated that schools may begin following this process now.
- Schools may – but no longer are required to – obtain from applicants who received a tax-filing extension a copy of the tax returns once they are filed. If the school chooses to obtain the returns, it must verify the information and resolve any discrepancies.
- The new regulations decrease the tolerance permitted on dollar items to

\$25. The current tolerance is \$400. There will continue to be no tolerance provided for non-dollar items.

- The new provisions eliminate some of the existing exclusions from verification. Effective July 1, 2012, schools no longer will be able to exclude the following parties from verification:
  - Incarcerated applicants.
  - Spouses of independent students who are physically incapacitated.
  - Applicants who are immigrants arriving in the United States during either calendar year of the award year.
- Schools must complete verification prior to using professional judgment to determine a student’s eligibility.
- Schools may – but are not required to – update a student’s dependency status during the award year to eliminate an inequity or to better reflect the student’s ability to pay.

For more information, contact USA Funds Ask Policy at [askpolicy@usa-funds.org](mailto:askpolicy@usa-funds.org), or visit the USA Funds website at [www.usafunds.org](http://www.usafunds.org).

# Alternative Funding Checklist



**Colby Erickson**  
*Director of Marketing*  
 American Student  
 Financial Group, Inc

Keep your school in the education business and out of the finance business. One of the best ways to do this is to partner with an experienced dependable alternative loan company. It is important to find a company that has the flexibility to meet your schools individual needs and will adapt to your processes. Below is a check list to help you choose the right alternative loan company for your school. Check off all that

are important to your organization and keep this with you when looking for an alternative funding program for your students.

FEATURES	✓
Competitive Interest rates	
Adequate amortization period	
Loans covers gap/full tuition needs	
Interest only payment option	
Pays 100% (par) of tuition amount	
Professionals that specialize exclusively in student loans	
Not a collection agency	
Quick documentation processing time	
Your school can set underwriting criteria	
Multiple options for students to make payments	

Program adapts well to current internal processes	
Simple application process	
Integrates TILA disclosures into loan document package	
Good customer friendly customer service	
Real time access to portfolio	
No penalties for loan prepayment	
E-signature capabilities for application and all documents	
No initial set up/training costs	

If you have questions regarding this checklist or need more information call Colby Erickson at American Student Financial Group, 858-794-2734 or email [cerickson@asfgrp.com](mailto:cerickson@asfgrp.com).

A man with a mustache, wearing a white long-sleeved shirt, a black vest, and blue jeans, is captured mid-jump in the air. He has a wide, joyful smile and his arms are outstretched. The background is a clear, bright blue sky. The overall mood is one of excitement and positivity.

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**financial literacy** exciting?

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To learn more, visit [www.tgslc.org/CASFAA](http://www.tgslc.org/CASFAA).

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# State Issues Update



**Craig Yamamoto**  
*State Issues Chair,*  
*Director of Financial Aid*  
*Sacramento State*

The 2011 CASFAA State Issues Committee continues to monitor the State Budget process including Cal Grants. On February 22nd, CASFAA wrote a letter to members of the Joint Legislative Budget Committee that expressed our concerns about a Senate budget proposal to reduce Cal Grants at proprietary institutions. CASFAA pointed out that Cal Grant funds go to students, not directly to institutions, and as such the proposal would directly impact students and their choice of institutions.

State Issues Committee members attended the CSAC Commission meeting on February 24th and 25th and learned about Cal Grant funding priorities adopted by CSAC. In a February 28th press release CSAC announced its support for reducing Cal Grant awards received by for-profit colleges and endorsed the following nine recommendations to be implemented if Cal Grant program cost savings were needed:

1. Require a Cal Grant participating institution to have:
  - a cohort default rate no greater than 20% or loan repayment rate (determination based on staff analysis) and
  - institutional aid of no less than 10%
2. Require Cal Grant renewal recipients to meet the same income and asset ceilings and minimum need as new recipients
3. Withdraw a Cal Grant award immediately upon the recipient's failing to maintain satisfactory academic progress in any academic terms occurring after June 30, 2011 and totaling one academic year

4. Limit the number of years of eligibility to 2 years for:
  - Cal Grant A and B Transfer Entitlement recipients (3 years if enrolled in a recognized 5-year program)
  - Cal Grant B recipients attending a California Community College or 2 year program at a non-public institution (3 years if enrolled in a program that requires more than 2 years to complete)
5. Reduce the maximum award at for-profit institutions:
  - to the Cal Grant award amount for California Community Colleges (currently \$1,551) for recipients pursuing certificates and two-year degrees
  - to the Cal Grant award equivalent for California State Universities for recipients pursuing four-year degrees
6. Reduce the maximum award at independent institutions by 15%
7. Limit the Competitive Cal Grant award to the Access Grant amount (currently \$1,551) for all segments
8. Eliminate tuition/fee payments for the Top 2% of High School Entitlement Cal Grant B awards
9. Raise the minimum Grade Point Average for new Cal Grant awards to 2.5 for the Cal Grant Entitlement Programs

The State Budget Conference Committee reached the following tentative agreement (subject to change during the continuing budget process):

Adopt trailer bill language specifying that for new Cal Grants awards only, all institutions must demonstrate that their "Student Default Risk Index" falls below a certain threshold, as

a condition of being a Cal Grant eligible institution. "Student Default Risk Index" considers the institution's cohort default rate along with the proportion of students that borrow at a particular institution, taking into account a factor for schools with low number of Cal Grant student recipients. The trailer bill language will also specify that as a condition of being a Cal Grant eligible institution, institutions must report their completion and job placement rates, as well as California-only data information to the Commission. Adopt requirements that all Cal Grant renewals recipients meet the same income and asset ceilings and minimum needs as new recipients.

March 11, 2011 is Day 61, which is one day past the deadline Governor Brown imposed to work out a budget deal with the legislature, and there still was no budget deal. The CASFAA State Issues Committee will continue to monitor and report progress related to Cal Grants in the State Budget process to its members. [↗](#)







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February 22, 2011

The Honorable Mark Leno  
Chair, Joint Legislative Budget Committee

Dear Senator Leno,

We are writing on behalf of the more than 1,000 financial aid administrators who belong to the California Association of Student Financial Aid Administrators (CASFAA) representing over 500 postsecondary institutions of higher education. We are concerned about the Senate Budget Proposal that seeks to segregate and reduce the state financial aid available to students who seek access to an education provided by a Private Career College.

CASFAA opposes a proposal to reduce Cal Grant tuition assistance for students who choose private for-profit education. The Cal Grant Program provides funds to students, not institutions. Students should be free to take their Cal Grant to the accredited college of their choice in California, including private, for-profit colleges. To reduce student choice and access to a Private Career College is to force these economically disadvantaged students to borrow more or to postpone their post-secondary education. These private for-profit colleges can be appropriately regulated, and should be, but denying student access and choice sets a bad precedent. Additionally, the LAO believes if these cuts are approved that a shift in student behavior from attending a Private Career College to a public college or university may cost the State more since students attending public institutions receive more State funding than students attending private institutions. California's economy is best served by no disruption in career training and no reduction in Cal Grant.

CASFAA supports state budget solutions that protect student access and choice for all Californians while enhancing the health of higher education and supporting the viability of the state's economy. Please let us know if we can provide history, technical information, further explanation or any other assistance.

Sincerely,

Craig Yamamoto  
Vice President, State Issues

S. Lynn Fox  
President

cc: Senate Budget Committee  
Assembly Budget Committee



## USA Funds University — Training on 'Hot Topics' in Financial Aid



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# Transitions & Announcements



**Daniel Reed**  
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Senior Financial  
Aid Officer  
Point Loma  
Nazarene University

**Charleen Bell** was enrolled in the California Society of Certified Public Accountants Emerging Leaders Certificate Program. After seven months of training she received her certificate of completion for the program. Charleen is the Student Financial Services Accountant at California State University, Northridge and a past CASFAA Conference presenter on cash management skills. *Congratulations on this accomplishment Charleen!*

## Michelle Bowman

has joined Fynanz, Inc. to manage its list of growing school relationships. She brings over 25 years experience in student lending, assumes the role of Director of School Development serving schools in the WASFAA, SWASFAA, RMASFAA and MASFAA regions. She can be reached 800/881-8985 x526 or by e-mail at [michelle.bowman@fynanz.com](mailto:michelle.bowman@fynanz.com). *We look forward to welcoming you to California, Michelle!*



On April 2nd, 2011, Stacey Eymann celebrated 10 years in financial aid. All 10 years have been at Brooks Institute. *Well done, Stacey! Here's to another 10.*

**Lynne Garcia** worked for EdFund in the Los Angeles area for 10 years, and is now working as the Financial Aid Director for Strategic Initiatives at CCI's Campus Support Center in Santa Ana.

**Douglas Mensman** now works for the City of Los Angeles, but was an Assistant Director at the USC Office of Financial Aid for many years prior.

Proud mother **Lynne**

**Garcia** and father

**Douglas Mensman** had their first baby on January 13, 2011 at 2:17 am, weighing in at 7.1 pounds, 20 1/2 inches long. Lynne gives thanks to the best boss a person could have – the VP of Financial Aid at CCI, Deb Barker-Garcia – who drove Lynne to the hospital on January 12 after her water broke at her desk! Mom, Dad and baby are doing great and are already saving up for her college education and hoping the FAFSA really will be simple by 2029! *Congratulations to you both, and good luck on this new adventure!*



In December 2010, **Jennifer Hardy** graduated from Golden Gate University in San Francisco, CA with a Bachelor of Arts in Management with a concentration in Public Administration. Also in December, she got engaged to Joshua Rudisill, and began planning an August wedding in Carmel, CA. Jennifer has worked for the Monterey Institute of International Studies since 2001, beginning in the Business Office and

transitioning to the Financial Aid Office four years ago as a Financial Aid Counselor. Recently, she received a new job title as Assistant Director at the Monterey Institute of International Studies, a Graduate School of Middlebury College. *Exciting times for you, Jennifer, we wish you the best!*

## Daniel Roddick

has been promoted to the Director of Financial Aid at UC Berkeley's Haas School of Business. He has been at Berkeley-Haas for two years and succeeds Debi Fidler, who retired in June 2010. Daniel served as Interim Director from July 2009 through February 2011. He looks forward to both the challenges and opportunities that lie ahead. *We're sure you'll have both – all the best to you!*





CASFAA, c/o Daniel Reed  
3900 Lomaland Drive,  
San Diego, CA, 92106

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

# Volunteering!



**Melissa Moser**  
*Federal Issues Chair,  
Financial Aid Director  
Orange Coast College*

CASFAA is made up of volunteers and your membership entitles you to volunteer! As we move into the year, CASFAA's committees are beginning to form and volunteers are needed! A few committees that are highlighting their needs are:

**Conference Committee,  
Susan Murphy, Chair**

Planning and delivering the Association's annual Conference is a huge project and the event itself, December 10-13 in Sacramento, is the culmination of CASFAA's volunteer year. There are a number of ways you can participate: volunteering for the Conference Committee; volunteering for one of the sub-committees; working on-site during registration; working with the committee making local arrangements; or, best of all, sharing your knowledge and skills with colleagues as a presenter or moderator for a conference session. Watch your email and the CASFAA newsletter for

upcoming announcements and requests for volunteers!

**Federal Issues Committee,  
Melissa Moser, Chair**

Wow! Thank you to all of you that volunteered! We have 14 new members on the Federal Issues Committee and a dozen more that we were not able to accommodate. We are moving forward and looking toward a busy year.

**High School Relations Committee  
(HSRC), Angelina Arzate, Chair**

The HSRC recruits financial aid professionals to serve as knowledge experts and support all outreach events throughout the state. We partner with the California Student Aid Commission, ECMC, and other organizations to provide free in-person training and assistance to those helping California students and their

families understand and apply for financial assistance. We hold annual workshops that provide opportunities for high school counselors and other interested parties (GEAR-UP, TRIO, CAL-SOAP, etc.) to learn and ask questions in a comfortable environment.

The HSRC is currently seeking volunteers to assist in site selection and fund development. We would be happy to welcome anyone with experience or skills that can help secure workshop hosts in either Northern or Southern California or who can work with vendors and institutions to raise funds that will support our activities.

**CASFAA NEEDS YOU!**



While only a few are highlighted here, there are many more committees in need! Please volunteer by going to the CASFAA website - [www.casfaa.org](http://www.casfaa.org) and complete the volunteer request form - - click on "CASFAA Needs You!" 🏠