

OLD HAT, NEW HAT: WE CAN DO THAT!



35TH ANNUAL ILASFAA CONFERENCE

SPRINGFIELD, ILLINOIS • APRIL 18-20, 2004

2003-04 ILASFAA CONFERENCE COMMITTEES

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Midstate College

SCOTT SEIBRING
Regional Coordinator-Southern
Illinois Wesleyan University

MARK HOLYSZ
Ex-Officio
Illinois Student Assistance Commission

Dear Friends,

Welcome to our state capital and the 35th Annual ILASFAA Conference!

It would be most improper for me not to begin by recognizing the efforts of at least a few of the individuals who have worked so hard to make this conference possible. Executive Vice President Karen LeVeque has spared no effort in creating an atmosphere conducive to learning and enjoyment. Our Program Committee and their colleagues on the Facilities Committee have crafted an agenda containing a feast of information with a healthful desert of fun. We are pleased and proud of all the ILASFAA members who have so generously volunteered to share the wealth of their knowledge to make this program not only possible, but to positively sparkle. Let's all give a tip of the hat in recognition of a job well-done to those with ribbons fluttering from their name tags, as we meet these fine people throughout the conference.

Unless you are very new to the ILASFAA sisterhood and brotherhood, you will have noted a change in the conference format. The 2003-04 ILASFAA Executive Board approved a Sunday through Tuesday afternoon venue for the 2004 conference, in place of the traditional Sunday-Wednesday morning format. This decision was only made after long consideration of views both for and against changing a long established tradition. Over many years the membership at large has been almost evenly split on the subject of what should be the proper length of the conference. This Board decided to try another approach. We hope you will at least give us credit for boldness, if not for wisdom. It is important noting that the lengths of future conferences will depend—at least in part—upon the collective assessment of this conference. So if you have strong feelings on this subject or any other, please complete and turn in your conference evaluations before leaving on Tuesday afternoon.

Reaching our 35th year marks another milestone in the existence of this fine professional association. The Executive Board could think of no better method of recognition than to invite all past ILASFAA Presidents to join us for our Sunday night birthday party and 35th anniversary celebration. We hope that everyone will turn out for this gala event and join your ILASFAA colleagues to give our past presidents, young and old, another tip of the hat.

Speaking of hats, I hope everyone brought at least one favorite hat in recognition of the "Old Hat, New Hat, We Can Do That" conference theme. How many hats do you wear each day, in the every changing world of financial aid? Counselor, customer service rep, number-cruncher, supervisor, accountant, manager, advisor, clerk, interpreter of federal/state regulations and Jack & Jill of-all-trades are we.

Now, let's all grab our hats and begin.

Sincerely,

Colby C. Sellers
President

"When we cast our bread upon the waters, we can presume that someone downstream whose face we will never know will benefit from our action, as we who are downstream from another will profit from that grantor's gift."

- Maya Angelou



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Regional Coordinator-Southern
Illinois Wesleyan University

MARK HOLYSZ
Ex-Officio
Illinois Student Assistance Commission

Welcome to the 35th Annual ILASFAA Conference. The conference committees have worked together to create an outstanding series of speakers, sessions and events.

This year's conference theme, **Old Hat, New Hat: We Can Do That** allows us to look at our changing environments in the workplace; helps us focus on the number of hats we wear each day; and, attempts to show us how we juggle them all. Our opening speaker will entertain us with an interactive presentation that incorporates how we juggle our daily lives! In addition, we will celebrate our 35 years of ILASFAA by honoring our past presidents and current membership for their accomplishments and contributions to the association. Our Monday evening, please join us for an evening of food, fun and remarkable entertainment at The Center for the Arts.

I would like send special thanks to Jennifer Regnier and Susan Frost, Program Committee Co-Chairs, Mary Deatherage and Mary Beth Maloney, Facilities Committee Co-Chairs, Mary Shaw, Corporate Support Chair, Jana Albrecht, Registration and Member Services Chair, and all the committee members for working so closely with me and for dedicating their time, talents, and creativity while *juggling* their many other *bats* to deliver this conference to our membership. In addition, thank you to Veronica Perez and Deanna Ho, students in the Institute of Art and Design at Robert Morris College, for their time and talent in designing this year's conference program cover.

This year's conference has been changed to a 3 day format based on the approval of the Executive Board. I ask that you share your thoughts on this format by completing the Conference Evaluation at the conclusion of the conference.

We hope you leave this conference with the tools, the knowledge and the enthusiasm necessary to continue making a difference in the lives of the students in Illinois.

Enjoy the Conference!

Karen LeVeque
Executive Vice President

“When we cast our bread upon the waters, we can presume that someone downstream whose face we will never know will benefit from our action, as we who are downstream from another will profit from that grantor's gift.”

- Maya Angelou



Join Us Monday Night for a Reception and Entertainment at the Center for the Arts!



Reception at the Center for the Arts

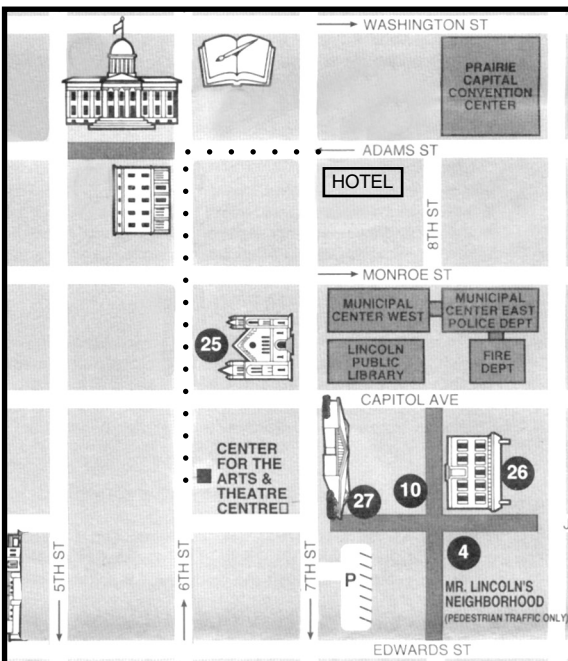
The Plaids will be performing for us from 5:45 until about 6:30 in Theater 3. Feel free to bring your Hors d'oeuvres and drinks into the theater and enjoy the show as these 4 fine singers and musicians perform classic guy group songs from the 50's and 60's. With their handsome photos, we're sure that everyone will want autographs and their pictures taken with this group.

Trolley Transportation

Transportation will be proved by the Springfield Trolley to and from The Center for the Arts beginning at 4:30 p.m. from the Adams Street Entrance of the Springfield Hilton. The trolley will run consecutively every 15 minutes until 7:30 p.m. Although it is a nice a walk, experience the Capital with a short Trolley ride.



The Plaids



Walking Directions

Going out the front door of the Hilton, on Adams Street, turn left (west) and walk to the second crosswalk. This is Sixth Street. Turn left (south) and walk 2 blocks. You should be walking on the left (east) side of the street. You will cross Monroe St. and Capitol Ave. The Center is at 420 South 6th Street, just past the parking garage (which is free if you decide to drive there after 5:00 p.m.).



NATIONAL ASSOCIATION OF STUDENT FINANCIAL AID ADMINISTRATORS

NASFAA STATEMENT OF ETHICAL PRINCIPLES

The primary goal of the financial aid professional is to help students achieve their educational potential by providing appropriate financial resources. To this end, this Statement provides the Financial Aid Professional with a set of principles that serves as a common foundation for accepted standards of conduct.

The Financial Aid Professional shall:

1. Be committed to removing financial barriers for those who wish to pursue postsecondary learning.
2. Make every effort to assist students with financial need.
3. Be aware of the issues affecting students and advocate their interests at the institutional, state, and federal levels.
4. Support efforts to encourage students, as early as the elementary grades, to aspire to and plan for education beyond high school.
5. Educate students and families through quality consumer information.
6. Respect the dignity and protect the privacy of students, and ensure the confidentiality of student records and personal circumstances.
7. Ensure equity by applying all need analysis formulas consistently across the institution's full population of student financial aid applicants.
8. Provide services that do not discriminate on the basis of race, gender, ethnicity, sexual orientation, religion, disability, age, or economic status.
9. Recognize the need for professional development and continuing education opportunities.
10. Promote the free expression of ideas and opinions, and foster respect for diverse viewpoints within the profession.
11. Commit to the highest level of ethical behavior and refrain from conflict of interest or the perception thereof.
12. Maintain the highest level of professionalism, reflecting a commitment to the goals of the National Association of Student Financial Aid Administrators.

Adopted April 1999

MASFAA 2004

CONFERENCE AT THE CROSSROADS

October 24-27 ▪ Marriott Downtown ▪ Indianapolis, IN

IL IN IA MI MO OH WV WI

Performance in the Fast Lane. Driving New Solutions.

ILASFAA Welcomes Our MASFAA Colleagues

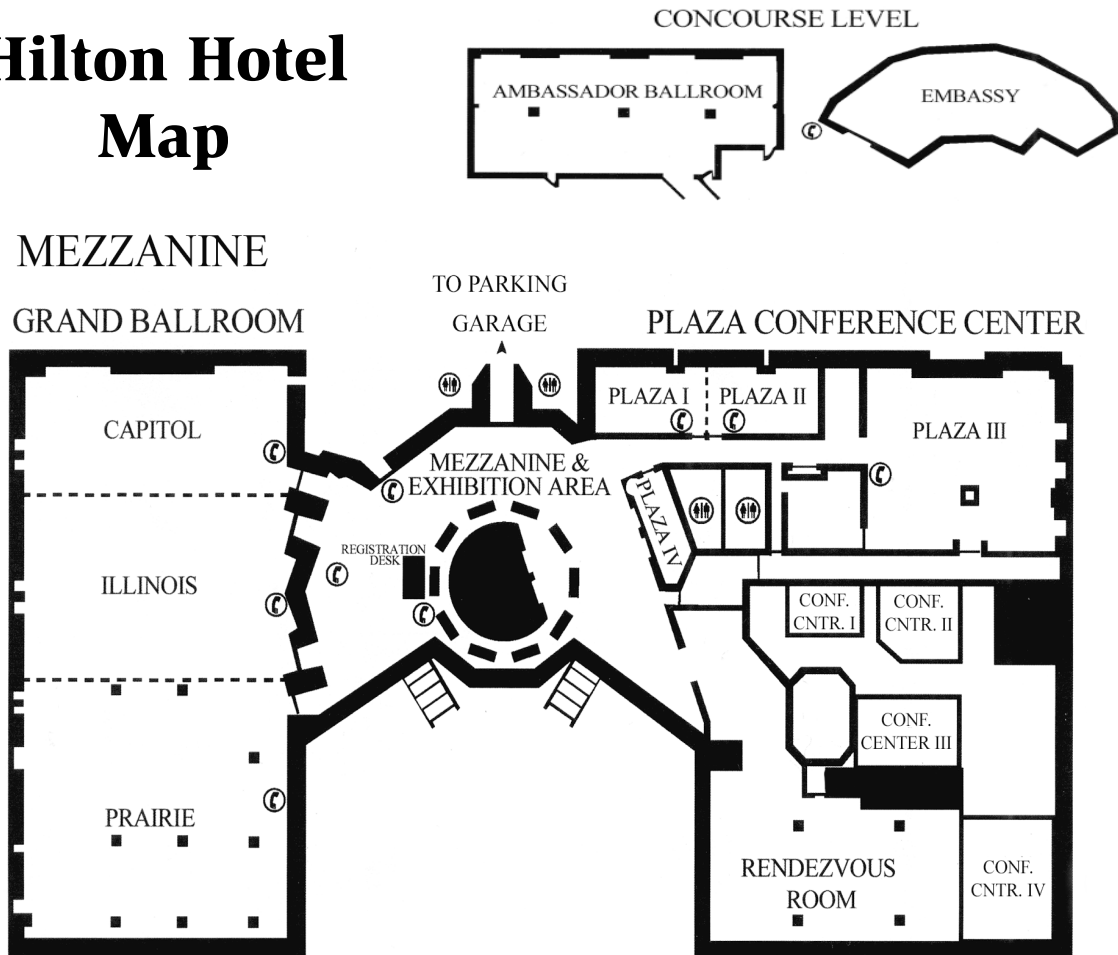
MASFAA President Elect

Howard Thomas,
Director of Financial Aid
Walsh College, Troy, MI

MASFAA Exchange Representative

Iowa Financial Aid Association President Elect
Julie Dunn,
Director of Financial Planning
Loras College, Dubuque, IA

Hilton Hotel Map





35TH ANNUAL ILASFAA CONFERENCE

OLD HAT, NEW HAT: WE CAN DO THAT!



SUNDAY, APRIL 18

9:00 AM	Golf Outing	OAKS GOLF COURSE
12:00 PM-6:00 PM	Registration Desk Open	MEZZANINE
12:00 PM-3:00 PM	Vendor Set-Up	PRAIRIE BALLROOM
2:00 PM-3:00 PM	2003-2004 Executive Board Meeting	AMBASSADOR BALLROOM
3:00 PM-4:00 PM	2004-2005 Executive Board Meeting	AMBASSADOR BALLROOM
4:00 PM-6:00 PM	Vendor Area Open to Membership	PRAIRIE BALLROOM
5:00 PM-6:00 PM	Newcomer Reception	RENDEZVOUS ROOM

SUNDAY NIGHT CELEBRATION

CAPITOL & ILLINOIS BALLROOM

ILASFAA'S 35TH Birthday Celebration

Please join us for an evening of celebrating our profession and honoring our past presidents.

6:00 PM-7:30 PM	Cash Bar, Entertainment provided by Will Best, Pianist
6:30 PM-7:30 PM	ILASFAA 35 th Birthday Dinner
7:30 PM-8:30 PM	Entertainment Provided By Laughter Works
8:30 PM	Awards and Recognitions
8:30 PM-10:30 PM	Cash Bar Re-Opens

MONDAY, APRIL 19

“Crazy Hat Day!” Wear Your Favorite Crazy Hat

7:30 AM-1:30 PM	Registration Desk Open	MEZZANINE
7:30 AM-8:30 AM	Breakfast Buffet	CAPITOL & ILLINOIS BALLROOM
7:30 AM-3:45 PM	Vendor Area Open	PRAIRIE BALLROOM

MONDAY 8:30 AM – 9:30 AM - GENERAL SESSION

CAPITOL & ILLINOIS

Affordability Panel Discussion

Panelists: Sue Kleeman, Director of Research, Planning and Policy Analysis, ISAC, Chet Gardner, Vice President for Academic Affairs, University of Illinois, Gayle Saunders, President, Richland Community College, Michael Violt, President, Robert Morris College, Dan Layzell, Deputy Director for Planning and Technology, Illinois Board of Higher Education

Moderator: Colby Sellers, Associate Director of Financial Aid, Western Illinois University

MONDAY 10:00 AM-11:00 AM - BREAK OUT SESSIONS

Interpreting the Federal 1040**RENDEZVOUS ROOM**

This session will look, in detail, at the Federal 1040 form. You will find out what forms support the individual lines on the 1040. We will review how to use it in verification and what to watch for when doing professional judgment. You'll find out how to respond to those parents that tell you, "We really don't have any money despite what our AGI reflects!"

Presenter: Lois Mulbrook, Director of Financial Aid, Mount Mercy College

Moderator: Gail Rice, Senior Client Relations Officer, Bank of America

SAP for Graduate Programs**CONFERENCE CENTER II**

This session will provide an overview of the Title IV Standards of Satisfactory Academic Progress requirements for students in graduate programs, including dual degree programs. The session will also focus on the need for coordination between the financial aid office and other departments within an institution to develop and implement an effective Graduate SAP Policy.

Presenter: Herschel Wallace, Senior Institutional Review Specialist, U.S. Department of Education, George West, Institutional Improvement Specialist, U.S. Department of Education

Moderator: Maureen Amos, Associate Director, Financial Aid, Northeastern Illinois University

Default Prevention Through the Use of a Default Management Plan**PLAZA I & II**

This session will focus on sharing of information that will benefit both Direct Lending and FFELP schools in the development of a school-based default management plan designed to reduce student loan cohort default rates.

There are many best practices and programs that schools, Guaranty Agencies, and the Department of Education are now offering to assist in a school's effort to achieve or maintain a low Cohort Default Rate (CDR). Which programs are right for your institution? A model guide will be offered that can be customized to your institution. ISAC staff will also share the latest techniques and programs such as: Early Intervention/Grace Period Counseling, Public Awareness Campaigns, Enhanced Exit Counseling, Personal Finance Seminars, and Late-stage Intervention Strategies, and how they can be used in order to keep your school's CDR in check.

In addition, the financial aid panelists will present model approaches related to effective student informational programs, communications, and follow up designed to assist borrowers, current and former, to help them manage their student loan obligations without going into default. The importance of personal contacts and communications will be stressed. Specific approaches to telephone contacts, including tips and techniques will be shared with participants at this session. Utilization of services and data available from NSLDS and the Department of Education will be provided as a starting point to maximize efficiency and accuracy of student communications.

Presenters: Tom Cox, Assistant Director, Default Prevention Outreach Services, Program Services, ISAC, Sharon Berry, Director, Student Financial Aid, Southern Illinois University at Edwardsville

Moderator: Eddie Brambila, Client Development Specialist, Client Relations, ISAC

Great Expectations...A Light-Hearted Look at Change**AMBASSADOR BALLROOM**

The pace of change has dramatically quickened in the last ten years. Workers are expected to do more with less, to adjust to major restructuring, learn new technology in their spare time, while continuing to raise healthy, happy children, in an immaculate home, all while maintaining a cheerful attitude with a smile on their face. Some people become change agents, inexplicably thriving while others wilt under ever increasing pressures. Learn what makes the difference between those who just survive and those who thrive in this workshop.

Presenter: Laurie Young, Laughter Works

Moderator: Kelly Walsh, Director of Business Development-Midwest, Collegiate Funding Services

Identity Theft – Hold On to Your Hat!

PLAZA III

In 2002, the Federal Trade Commission reported that after an extensive survey, it was determined that there were over 10 million victims of identity theft. There was a 50 billion dollar loss to merchants and financial institutions and a five billion dollar loss to individuals. Identity theft continues to be the fastest growing crime of the 21st century. How do people steal and use other person's personal information to commit identity fraud? What are the best ways to fight and reduce a person's risk to identity fraud? How can we prevent ID theft for students and staffs of colleges?

Presenter: Len Appelbaum, Detective, Crestwood Police (Missouri)

Moderator: Bob Clement, Director of Financial Aid and Student Employment, Southwestern Illinois College

WWW.FAFSA.COM & Other Questionable Financial Aid Services **CONFERENCE CENTER IV**

Do we really have to pay to file a FAFSA? How much should we pay for scholarship searches? Is that grant guy for real? More and more students are asking these types of questions. This interactive session will allow us to determine the frequently asked questions then explore what options are available to our students and the understanding we can pass on to our students. (A FAQ sheet will be sent out on the list serve once compiled after the meeting.)

Presenters: Lisa Ruch, Director of Financial Aid, St. Anthony College of Nursing,
Donna Sobie, Director of Financial Aid, Loyola Stritch School of Medicine

Moderator: Kathleen Johnson, Financial Aid Counselor, Northern Illinois University

MONDAY 11:00 AM-11:30 AM – BREAK

MEZZANINE/VENDOR AREA

MONDAY 11:30 AM-12:30 AM – BREAK OUT SESSIONS

Interpreting the Federal 1040

RENDEZVOUS ROOM

(Repeat Session – Please see 10:00 AM description)

Presenter: Lois Mulbrook, Director of Financial Aid, Mount Mercy College

Moderator: Gail Rice, Senior Client Relations Officer, Bank of America

Loan Consolidation Update

CONFERENCE CENTER IV

With the current low interest rates, students are being deluged with more loan consolidation offers than ever before. This session will provide an overview and comparison of programs and key concerns to be aware of with regard to deferment, forbearance, and borrower incentives when deciding whether or not to consolidate. Differences in Direct and FFELP loans will be addressed, along with specific requirements to maintain eligibility for loan forgiveness programs. This session will provide you with comparison and tips sheets that you can provide to students and parents.

Presenter: Kelly Walsh, Director of Business Development-Midwest, Collegiate Funding Services,
Angela Smith, U.S. Department of Education

Moderator: Kim Brown, Director, Student Financial Services, Midwestern University

Federal Update

AMBASSADOR BALLROOM

Attend this session for the latest news from the U.S. Department of Education. Time will be allowed for questions.

Presenter: Jamie Malone, Training Officer, U.S. Department of Education

Moderator: Pam Wagener, Director of Financial Aid, Kishwaukee Community College

Accentuate The Positive/Eliminate the Negative in the Workplace

PLAZA III

Many people spend more time on the job with their co-workers than they do with their own family and friends. A positive work environment not only increases communication, productivity, and the ability to solve problems, it even influences physical health and the immune system. We can't always control the crabby people we encounter, but we can do some things to inoculate ourselves from their toxic messages. Learn about what researchers are discovering about tapping into our inner optimist.

Presenter: Laurie Young, Laughter Works

Moderator: Manette Cook, Financial Aid Advisor, Northern Illinois University

Diversity Appreciation

PLAZA I & II

Diversity not only includes race, color, religion, and ethnic background - it also includes the different traits that make each one of us unique. In an environment where teamwork is essential, diversity appreciation will enable the team to accomplish tasks efficiently and effectively.

Presenter: LeeAnn Rohmann, Midwest Marketing Director, Edamerica

Moderator: Todd Burns, Financial Aid Advisor, Heartland Community College

Veteran's Issues

CONFERENCE CENTER II

This session will focus on current issues that are facing VA programs on our campuses. Joan Ryan will update us on any news that will affect current programs and answer our questions concerning our veterans' benefits.

Presenter: Joan Ryan, Veteran's Educational Specialist, State Approving Agency for Veteran's Education, Illinois Department of Veteran's Affairs

Moderator: Louise White, Financial Aid Director, Spoon River College

MONDAY 12:30 PM - 2:15 PM – LUNCH

CAPITOL & ILLINOIS BALLROOM

The Many Hats You Wear: Leadership In A Time Of Change

There used to be only two certainties in life - death and taxes. Now there is a third - change and continuous change at that. Learning to deal with change and multiple job responsibilities - wearing different hats - is common in many jobs. Few workers remain tethered to a specific functional silo, and most of us do the job of two people. As a Financial Aid Administrator, you are expected to wear many hats, enrollment manager, debt counselor, personal counselor, supervisor, educator, admissions representative, and the list goes on and on. This fun-filled, fast-paced presentation is loaded with effective strategies to help you deal with unrelenting changes and how to be creative with the hats you wear. You will walk away feeling refreshed, rejuvenated and inspired to make a difference.

Luncheon Speaker: Dr. Tim Crowley

Introduction: Ronn Ramey, Senior Client Relations Officer, Bank of America

Awards and Recognitions

MONDAY 2:15 PM - 2:30 PM – BREAK

MONDAY 2:30 PM - 3:30 PM – BREAK OUT SESSIONS

Meeting the Needs of Adult Students

CONFERENCE CENTER II

Learn about the academic and financial challenges of the adult student. This session will examine the unique issues that are encountered by the adult student. Whether they are first time attendees or those who haven't attended school in a long time, orientation to the college/university environment is a unique process for the adult student and appropriate care and direction needs to be provided for academic success. Learn about the ways institutions are providing assistance to this population.

Presenters: Gwen Kanelos, Assistant Vice President of Enrollment Services, Roosevelt University, Angela Nackovic, Adult Recruitment Project Manager, College of DuPage

Moderator: Mark Holysz, Director of Financial Aid, College of DuPage

How To Prepare for a Program Review

PLAZA III

This session will explain how schools are selected for a program review. What factors are considered? What is the significance of the annual compliance audit and financial statement? A general overview of the program review process once a school has been selected will be covered as well as steps to take to avoid being selected for review.

Presenter: Herschel Wallace, Senior Institutional Review Specialist, U.S. Department of Education, George West, Institutional Improvement Specialist, U.S. Department of Education

Moderator: Janet Ingargiola, Financial Aid Director, Danville Area Community College

**Federal Update
(Repeat Session – Please see 11:30 AM description)**

RENDEZVOUS ROOM

Presenter: Jamie Malone, Training Officer, U.S. Department of Education

Moderator: Linda Dersch, Senior Assistant Director of Financial Aid, Northern Illinois University

**Identity Theft – Hold On To Your Hat!
(Repeat Session – Please see 10:00 AM description)**

PLAZA I & II

Presenter: Len Appelbaum, Detective, Crestwood Police (Missouri)

Moderator: Lee Bursi, Assistant Vice President, Financial Aid, Lincoln Land Community College

**Mapping Your Future:
Getting The Most From This Award-Winning Web Site**

CONFERENCE CENTER IV

Mapping Your Future’s mission is to enable individuals to achieve life-long success by empowering students, families, and schools with free, web-based college, financial aid, career, and financial literacy information and services. These services include, but are not limited to: Online Student Loan Counseling; 10 Steps to Financial Fitness; Budget Calculator; CAREERSHIP; Debt/Salary Wizard; Deferment Navigator; Loan Locator; Loan Wizard; Student Loan Consolidation Worksheet; and 24/7 customer service. Learn more about these and other services/information and how you can use them in your office.

Presenter: Sam Nelson, Client Development Manager, ISAC

Moderator: Lori Jones, Financial Aid Specialist, Danville Area Community College

Student Finances Panel – A Mix Of Hats

AMBASSADOR BALLROOM

Where do you begin when advising students about their personal finances? Do you advise them about their personal finances? Is the misuse of credit cards a problem or becoming a problem for your students? Do you encourage students to develop a personal budget? Is finding time a problem as you attempt to work with students? Panelists from different areas will discuss budgeting, student loans, consolidation, long-term implications of student debt, misuse of credit cards, etc.. Come ready to share ideas with the session participants about ways you approach advising students about personal finances.

Presenters: Bob Clement, Director of Financial Aid and Student Employment, Southwestern Illinois College, Jeanne Puckett, Director of Financial Aid, Millikin University, Mona Thurman, Assistant Vice President, National City Bank

Moderator: Ellen Frost, Assistant Director of Financial Aid, Danville Area Community College

MONDAY 3:30 PM - 3:45PM – BREAK **MEZZANINE/VENDOR AREA**

MONDAY 3:45 PM - 4:30 PM – SECTOR MEETINGS

- Community Colleges
- Private Colleges
- Senior Public Institutions
- Colleges of Nursing/Allied Health & Graduate Schools
- Proprietary Schools
- Lenders

- RENDEZVOUS ROOM**
- PLAZA I & II**
- CONFERENCE CENTER II**
- CONFERENCE CENTER III**
- CONFERENCE CENTER IV**
- PLAZA III**

MONDAY EVENING EVENT

5:00 PM-7:00 PM

Reception the Center For The Arts
Hot and Cold Hor d’Oeuvres, Cash Bar

7:00 PM

Dinner On Your Own