

President's Report

Brent Tener
Vanderbilt University

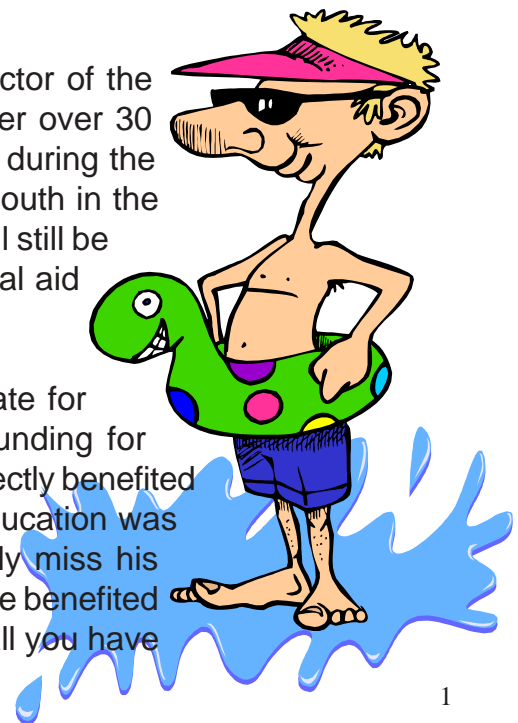
The official reins of the TASFAA organization have been handed to your new President, Cara Suhr at our annual transition meeting at the University of the South. Cara brings a wealth of experience to TASFAA and will do a great job this next year! As I mentioned in my April article, I am grateful for all of the support from my colleagues this past year. I am proud to be part of such caring community.

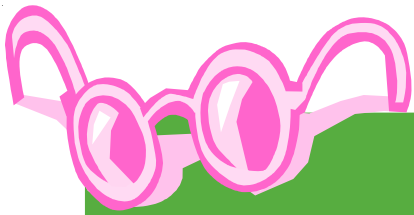
With that being said, the following activities have transpired since April:

1. I attended the SASFAA Executive Board transition meeting in Tampa from June 6-8. No major issues or developments to report.
2. I attended the combined District 5 and 6 meeting on June 5 in Knoxville. Many thanks to Joy Goldberg and the folks from East Tennessee for their wonderful hospitality.
3. I spoke at the High School Guidance Counselor Intern training workshop at Fall Creek Falls State Park on June 10. Congratulations to Anne Rader and her team for a great training opportunity for these counselors.

By now most of you have heard that Ron Gambill, Executive Director of the Tennessee Student Assistance Corporation (TSAC) has retired after over 30 years with the state of Tennessee. He will continue to assist TSAC during the transition to new leadership and will begin his next career with edsouth in the area of governmental and guarantor relations. I am glad that Ron will still be part of TASFAA and will continue to be an active part of the financial aid community for years to come.

During Ron's tenure at TSAC, he continually served as an advocate for students and was instrumental in helping to achieve increased funding for financial aid programs. There are thousands of students who have directly benefited from Ron's tireless efforts and their access to a post-secondary education was made possible due to his leadership. State government will surely miss his commitment to students. Ron, on behalf of all of the students that have benefited from your great work and your peers in financial aid, thank you for all you have done!





Mark Your Calendar

Sunday, July 21 - Wednesday, July 24: NASFAA Conference, New Orleans
Sunday, October 20 - Tuesday, October 22: TASFAA Fall Conference, Nashville

2003

Sunday, February 23 - Wednesday, February 26: SASFAA Conference, Jacksonville
Sunday, April 27 - Wednesday, April 30: TASFAA Spring Conference, Nashville
Wednesday, July 9 - Saturday, July 12: NASFAA Conference, Salt Lake City
Sunday, October 19 - Tuesday, October 21: TASFAA Fall Conference, Nashville

2004

Sunday, February 15 - Wednesday, February 18: SASFAA Conference, Birmingham
Sunday, April ?? - Wednesday, April ??: TASFAA Spring Conference, east Tennessee, TBD.
Sunday, July 18 - Wednesday, July 21: NASFAA Conference, Minneapolis.

Past President's Report

By Daroylyn Parks Porter

I had the opportunity to lead a session at the High School Guidance Counselor Intern training workshop at Fall Creek Falls on June 10th. A great group of guidance counselors participated and they continue to validate the importance of this effort.

Nominations Committee

The ballots from our election were destroyed after approval was received at our last business meeting in April.

TSAC Advisory Board

The committee met on May 24th at the Cool Springs Marriott in Franklin, Tennessee. We received updates on the FFELP, TSAA, Ned McWherter Scholars Program, and Tennessee Teaching Scholars Program. The committee approved the proposed rule changes made by the TSAC staff to deliver funds to institutions that participate in the Automated Clearing House and direct deposit. The committee was pleased with the proposals because of the cost-effectiveness and the improvement of the distribution process. The e*GrandS System was demonstrated by Naomi Deryberry. Plans are that grant system will be converted this fall. Levis Hughes provided the GuaranTec Update with a focus on the coming pilot project for e-signature and improvements and capabilities for the loan system. Vanderbilt University and Austin Peay State University are the institutions that have agreed to participate. They are still in the process of identifying the leaders for the pilot.

Closing

It has been a pleasure to serve as President-elect, President, and Past-President of TASFAA for these past three years. The support that I have received both professionally and personally from the TASFAA membership Executive Board has been tremendous.

Thanks again.

FOR IMMEDIATE RELEASE

June 28, 2002

MEDIA CONTACT:

Laura M. Bower
Assistant Vice President
Director of Corporate Communications
lbower@edamerica.org
865.342.5107 or 800.337.6884

Ron Gambill, former head of TSAC, joins edsouth

Knoxville, TN: edsouth welcomes Ron Gambill, retiring Executive Director of the Tennessee Student Assistance Corporation (TSAC), to its senior management team in a highly specialized capacity. Gambill will serve as edsouth's Senior Vice President for Government Affairs and Guarantee Relations, representing the corporation in compliance and regulatory matters. He has served on edsouth's board of directors since the company's inception in 1988.

During his 17-year tenure as head of Tennessee's guarantee agency, Gambill has developed valuable industry contacts in Washington. As incoming treasurer of NCHHELP, he works with a nationwide network of guarantee agencies, secondary markets, lenders, loan servicers and schools. Gambill has held numerous other offices during his seven years on NCHHELP's board and has chaired several committees.

edsouth Chairman and CEO, Tony Hollin, says: "Ron's depth of experience and expertise in working with guarantee agencies is invaluable. He understands the intricacies of the student loan industry and is respected by his peers. Ron is tenacious in his commitment to quality and will represent edsouth well during the upcoming HEA reauthorization."

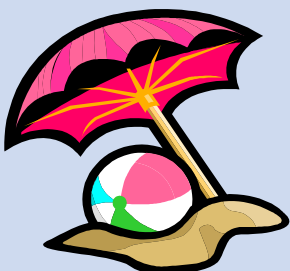
Gambill is looking forward to the challenge: "I remember when edsouth made the commitment to Governor McWherter to fulfill the role of designated secondary market for the state of Tennessee. edsouth has far exceeded that commitment, spreading its footprint across the country – I want to support that continuing growth."

A graduate of Middle Tennessee State University and David Lipscomb College, Gambill was Director of Financial Aid at Nashville State Technical Institute for 12 years prior to assuming his position at TSAC. Gambill is a recipient of NASFAA's Leadership Award and TASFAA's Financial Aid Administrator of the Year Award. He is a past president of the National Association of State Scholarship and Grant Aid Programs.

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edsouth is a private, nonprofit corporation headquartered in Knoxville, Tennessee, providing a variety of specialized loan products that benefit all borrowers. Since 1988 edsouth has assisted over 500,000 students and families in 25 states with over \$2.3 billion in education loans. edsouth is an edamerica-serviced lender.

TASFAA CROSSFEED



104 Brazzell Avenue
Dickson, TN 37055

Phone: 615.441-2939
Fax: 615.441.1098
tparchment@edsouth.org

We encourage letters to the editor, original articles,
photographs, announcements and reports.

Terri Parchment
Editor

Tom Hood
Photographer

Brent Tener
President

Michelle Kittle
Publisher

President-Elect Report

Cara Suhr

Tennessee Technology Center, Nashville

To complete my year as President-elect I attended the SASFAA Transition meeting. I am looking forward to representing TASFAA on the SASFAA board in the upcoming year. The current state presidents are a good mix of experienced and inexperienced SASFAA members. It should be an interesting year.

An updated 2002-03 Executive Board listing is attached to this report. The following changes were made since the April board meeting: State Programs Chair will be Naomi Derryberry, David Mohning will be a committee of one to complete the Strategic Plan and Ron Gambill will be heading up the Reauthorization Ad-hoc committee.

I am pleased with the number of Volunteer forms that I have received. Many of the forms were received from new members. I am looking forward to getting our new members involved in TASFAA.

I started the year as chair for the Fall Program. I enjoyed the experience. I could not have done it without the hard work and creativity of the committee. They did an outstanding job.

One of the best experiences of the year was the NASFAA Leadership conference in March. Nancy Beverly (President-elect elect) also attended. This is a very eventful conference. The opportunity to meet other individuals from across the nation who are or will be serving their state associations is invaluable.

District 1 Report

Forrest Stuart

Rhodes College

No new items to report. I really enjoyed my year as District 1 chair, mainly because it was a great 1st step in getting involved in TASFAA. The board meetings have been fun and my successor should enjoy her tenure as well. The main advice I have is to use effective communication at all times. E-mails and follow-up e-mails are necessary. Lenders are always very helpful in funding activities, and the district chair is vital to the effectiveness of a state association as spread out geographically as Tennessee.



I am truly saddened to report the death of our dear friend and colleague, Roberta "Bobbie" Stevens. Bobbie had worked at Vanderbilt for close to 30 years, with most of them being here in the Office of Student Financial Aid. Her most recent position in the office was as an Associate Director. She had been a member of TASFAA for virtually all of those years.

Bobbie passed away on Thursday, 6/27, at approximately 6:15 p.m., following a valiant and well-fought battle with primary pulmonary hypertension. A beautiful memorial service was held to honor her memory.

Please keep Bobbie's family — her husband, Bob, and her son, Robbie — in your thoughts and prayers. If anyone would wish to send them a note or card, the address is 3122 Boulder Park Drive in Nashville (37214).

David D. Mohning, Ph.D.
Director of Student Financial Aid
Vanderbilt University

TASFAA BOARD MEMBERS

2002-2003

President, Cara Suhr
 Pres.-Elect, Nancy Beverly
 Past Pres., Brent Tener
 Secretary, Vickie Johnson
 Treasurer, Bill Grizzard
 District 1, Emma Marable
 District 2, Judy Woodard
 District 3, Ed Hasselbring
 District 4, Karen Gibson
 District 5, Janette Overton
 District 6, Pat Shannon

Tennessee Technology Center at Nashville
 Milligan College
 Vanderbilt University
 Meharry Medical College
 Amsouth Bank
 Tennessee Technology Center at Memphis
 University of Tennessee – Martin
 Union Planters Bank
edsouth
 Johnson Bible College
 Tusculum College

Committee Chairs

Association Governance

Sandra Rockett
 Dyersburg State Community College

Nominations

Brent Tener
 Vanderbilt University

Counselor Internship Project

Darolyn Parks-Porter
 Austin Peay State University

Project Development

Judith Kerzner
Edsouth

Government Relations

Claude Pressnell
 TN Independent Colleges & Universities

State Programs

Naomi Derryberry
 TSAC

Strategic Planning

David Mohning
 Vanderbilt University

Newsletter/Public Relations

Cherry Johnson
 TN Technology Center at Crump

Computer Network

Jack Harvey
 Southern Adventist University

Program - Spring

Joanie Hall
 Vanderbilt University

Financial Aid Awareness

Terri Parchment
Edsouth

Sponsorship Development

Bobbie McClain
 UT - Martin

Membership

Marian Huffman
 Lee University

TSAC Advisory

Brent Tener
 Vanderbilt University

Awards

Dorothy Jemison
 Memphis Theological Seminary

Program – Fall

Nancy Beverly
 Milligan College

Diversity

Mary Knaff
 Chattanooga State Tech. Comm. College

Site Selection

Jeanne Stewart
 South College

Historical

Melissa Smith
 Nashville State Technical Institute

Training

Robbie Snapp
 Middle TN State University

Reauthorization – Adhoc

Ron Gambill
 TSAC

NEW Contact for Wells Fargo...

Carole Valentine
 Director of Sales
 Wells Fargo EFS
 Worldgate IV Plaza - Dulles
 12801 Worldgate Drive, Suite 500
 Herndon, VA 20170

ph. 703-871-3981 or 800-206-0754
 fax 703-871-3901

Also :

Wells Fargo is looking for an Account Executive for TN, GA, and AL. If anyone is interested to please contact Carole Valentine.

TASFAA COMMITTEE DESCRIPTIONS

The following briefly describes the function of each TASFAA committee. The approximate number of members serving on each committee is identified in parenthesis.

Association Governance - Recommends policies concerning budget issues, provides counsel to the TASFAA President on the budget, oversees the annual audit, and monitors reserve funding. Drafts resolutions or changes to the bylaws as directed by the Executive Board and presents them to the membership for vote. Works with the association's strategic oversight by setting goals and striving to achieve them. Every five years, or so, the committee also updates the association's long-range plan. (6)

Awards - Prepares and presents awards for length of service, special accomplishments, professional milestones and honors. This includes collecting nominations, working with the Executive Board on selection and purchasing the plaque or award token. (5)

Computer Network - coordinates the implementation and maintenance of the TASFAA web page, recommends activities to improve our electronic communications, and works with the program chairs in coordinating training sessions and demonstration workshops. (5)

Counselor Internship Project - Coordinates the training of high school counselors (usually 20-25 each summer), and then places these counselors in Tennessee higher education institutions for summer employment. The high school counselor is paid through funding from TSAC. (7)

Diversity Committee - Works with the program committee and Executive Board to bring opportunities to our membership to increase their awareness of the diversity that exists within our association and the population that we serve. (4)

Financial Aid Awareness - Coordinates all activities for Financial Aid Awareness Month (January). This includes setting up a committee with representatives from each district, contacting the Governor's office for a proclamation and developing activities and promotional activities to advance awareness in the general population of aid availability and the application process. (8)

Government Relations - Responsible for keeping the membership apprised of federal and state legislative initiatives in order to recommend responses or action from the association. Notices to the officers and members can be sent through the newsletter, mail or email. (6)

Historical - Organizes and maintains the archives for the associations. Duties include maintenance of the President's Boards, Officer's Book and Scrapbook, collection of reports, pictures, paraphernalia, and other association information from members for the archives, and coordinating the storage and microfilming of records. (4)

Membership - Solicits membership for TASFAA through letters, articles, and advertisements, keeps the official membership database for the association, and coordinates conference registration with the association treasurer. Serves as editor for the annual Membership Directory. Also works with the Public Relations Chair and Computer Network Chair to provide up-to-date membership information for their publications. (4)

Newsletter - Coordinates the publishing of three issues of The Crossfeed, TASFAA's newsletter. This includes collecting articles, letters, and reports from the association's officers and chairs, soliciting advertisements for each issue, formatting and editing issue, working with the printer on publication and mailing issues to current members. Also will include working with the Computer Network Chair to provide an electronic version of the newsletter. (1-4)

Nominations - Chaired by the Past President, this committee solicits nominations for the elected offices of the association, and coordinates the slate and election activities, including printing, mailing and counting ballots. (4)

Program - Coordinates the fall and spring TASFAA conferences. Activities include the selections of keynote and concurrent session speakers and coordination of social activities. (14)

Project Development - Assess the needs of the association and its constituents to determine what projects/ programs could be offered. Identify potential projects that could be submitted to NASFAA for a state award. Research other state organizations, NASFAA and additional sources for project/program ideas for the association. (6)

Public Relations - Collects biographical information on board members and coordinates announcements regarding elections, activities, etc. to the public. (5)

Site Selection - Obtains bids or proposals for future conference sites, visits the sites, and negotiates a contract with the hotel chosen for meeting rooms, exhibit area, food services, hotel services, sleeping rooms, etc. (5)

Sponsorship Development - Serves as a liaison between contributors and the association and works closely with the program committee in conference planning. Tasks include printing informational brochure, keeping in contact with contributors, recognizing contributors at conferences, assisting with door prizes. (3)

State Programs - Serves as the liaison between the state agencies that coordinate vocational rehabilitation and Workforce Investment Act benefits. Keeps the membership current on regulations governing these programs and how they affect federal aid eligibility. Coordinates cross-training when necessary. (5)

Training - Coordinates training opportunities for the associations members including the New Aid Officers Workshops and keeps a schedule of other opportunities at the state, regional and national levels. (6)

TSAC Advisory - Chaired by the Past President, this committee is responsible for advising the TSAC Board on actions to be taken regarding the state's scholarship, grant, loan and work programs. (15 - multi-year members so typically 5 chosen per year).

Update from Mildred Greeson

My "end of May" scans which were to determine the course of my immediate future— showed NO VISIBLE CANCER again. Of course, that does not mean that it is gone, but it sure is encouraging. The radiation did a lot of damage to my pieces and parts, so my breathing is still at disability level, although much improved since 2 months ago. I will be seeing a pulmonary specialist next week to see if he has anything in his bag of tricks which can help me with that. God is good - and so are all of you for thinking good thoughts about me and supporting me through all of this. Thank you so much from the bottom of my heart.

Love,
Mildred



District II Report

Lisa Warmath
Lambuth University

Our first District Meeting was held at Jackson State Community College on November 1, 2001 with 24 people in attendance. The group enjoyed box lunches from Jason's Deli; we are very appreciative of edsouth and Terri Parchment for sponsoring lunch for us. After lunch, we viewed the Department of Education Videoconference, "Access for All: 2002-2003 Application Processing System Update." Dewana Latimer and her staff at Jackson State did a wonderful job setting up for the meeting and videoconference. A special thanks to Dewana for stepping in for me when I was unable to attend at the last minute.

On December 14, 2001, we hosted a meeting at the Garden Plaza Hotel. Judy Woodard, Financial Aid Awareness Chair for the District did a great job organizing the event. The high school guidance counselors and Vocational Rehabilitation counselors from District 2 were invited to join the aid administrators for informative sessions and a luncheon. Bobbie McClain from UT Martin gave a brief 2002-2003 FAFSA update. Ron Gambill provided us with information about updated and correct completion of Vocational Rehabilitation forms as well as the State Update. We were entertained by "Forever Friends" with some special renditions of favorite holiday tunes. Our meeting was generously sponsored by edsouth and a wonderful time was had by all. Many other vendor friends provided door prizes. A total of 79 attended; 31 were high school guidance counselors and 20 were Vocational Rehabilitation counselors.

Lambuth University hosted the Spring Decentralized Training on April 2, 2002. Approximately 25 people were in attendance and lunch was graciously sponsored by First Tennessee Bank and Tom Zminkowski. Forest Stuart offered a great presentation and Sue Tacker from TSAC gave wonderful information on state information.

Plans for another meeting fell through due to scheduling conflicts at my institution.

District III Report

David Ogden
Columbia State Community College

Our first District III meeting was held on November 1, 2001, at Columbia State Community College. The meeting began with a luncheon sponsored by AmSouth (Bill Grizzard). We viewed the Department of Education's videoconference entitled "Access for All: 2002-2003 Application Processing System Update". At the end of the videoconference, Ron Gambill updated us with the latest information regarding federal/state regulations. Approximately 48 people were in attendance.

Our second meeting was held December 6, 2001, at the Tennessee Technology Center in Nashville. There was a joint luncheon sponsored by First Tennessee Bank (Tom Zminkowski) for High School Guidance Counselors, Vocational-Rehabilitation Counselors, and Financial Aid Administrators. Immediately following the luncheon we had two concurrent sessions. One session was presented by Naomi Derryberry, providing guidance counselors an update on 2002-2003 FAFSA and TSAC information. The other session was presented by Ron Gambill, providing vocational counselors with similar FAFSA and TSAC information. Approximately 96 people attended this meeting.

Our district hosted on March 19, 2002, a NASFAA Decentralized Training Meeting at David Lipscomb University. The meeting began with a continental breakfast hosted by Terri Parchment of EdSouth. The morning session was presented by Forrest Stuart, Director of Financial Aid at Rhodes College. Forrest had recently completed training in Washington, D.C. and came to give an update on verification and cash management. After his presentation the group had a box lunch hosted by Hilary Stallings of SunTrust.

The afternoon session was given by Sue Tacker and Greg Rogers with TSAC. Sue and Greg highlighted "The Life of the Loan" from origination until deposition plus gave us a TSAC update.

Our district would like to express its appreciation to all involved for a very successful meeting. Approximately 55 people attended this meeting.

Our fourth and final meeting is tentatively scheduled for Tuesday, July 16, 2002, at Greer Stadium - Home of Nashville Sounds. This meeting is a joint effort between myself and the incoming District III Chairperson - Ed Hasselbring. The meeting is a "mid-summer night party" and appreciation night for support staff. It is designed to be a time of fellowship, relaxation, and fun!

I appreciate the opportunity to have served TASFAA as the 2001-2002 District III Chair. Congratulations to Ed Hasselbring as the 2002-2003 District III Chair.



District V

Joy Goldberg
Roane State Community College

For the final meeting of the year, District V and VI combined forces for a wonderful afternoon honoring financial aid support staff. Thanks to Debby Nuchols and 1st Tennessee, 70+ members and staff were treated to a luncheon cruise on the Star of Knoxville paddleboat with entertainment provided by Freda Valentine. After a delicious buffet, Brent Tener, had a few words of thanks to the support staff for the wonderful job they do. He also mentioned that they each have an impact on student's lives, which we sometimes forget in the midst of office chaos.

Brent also presented Debby Nuchols, 1st TN, with her 15-year pin and Ron Hemphill, Hiwassee College, his 30-year plaque since they were not able to attend TASFAA's spring conference in Memphis.

Door prizes were awarded to support staff through a drawing of nametags. The following lenders really "made someone's day" by donating prizes:

Tom Dannelly from Bank of America, Sandy Bennett from SunTrust and Meredith Smith representing edamerica and edsouth. Gifts were also received from: Wells Fargo, 1st Union, and Chase.

Thanks to all of the lenders. The gifts were much appreciated.

The rest of the cruise was spent on deck enjoying the beautiful weather, each other's company, and even a couple of financial aid staff singing with Freda! The day was extremely relaxing (what we all needed) and ended much too soon when we docked in Knoxville. Support staff received certificates of appreciation from TASFAA as they disembarked.

I would especially like to thank Debby Nuchols and Diane Keasling for their invaluable help in putting this last meeting together. We just may have to repeat this experience, as everyone really seemed to enjoy the day.



FOR ALL YOUR LATEST TASFAA NEWS
SURF THE TASFAA WEBSITE @:
www.tasfaa-tn.org

The TASFAA members who graciously agreed to serve on this committee for the 2001-02 year were as follows:

David Mohning, Chair — Vanderbilt University
Sherry Baird, Vanderbilt University
Ron Hemphill, Hiwassee College
Dan Miller, Southwest Tennessee Community College
Sandra Rockett, Dyersburg State Community College
Dick Smelser, edamerica

The committee held three meetings over the course of the year, all of which lasted for an entire day. The meetings were held on 10/11/01, 12/6/01, and 4/10/02. Unfortunately, due to last minute conflicts and other factors, Dick Smelser was unable to attend the meeting on 4/10/02 and Ron Hemphill was unable to attend the meetings on 12/6/01 and 4/10/02. Over the course of the year, the following items of business/activity were addressed with the indicated actions undertaken:

ITEM #1: Evaluated the potential purchase of NASFAA training materials by TASFAA for its membership.

COMMITTEE ACTION: The committee reached consensus and recommended that TASFAA consider making such purchases on a training-event-by-training-event basis. This recommendation was presented to the TASFAA Board at its meeting on October 21, 2001. The Board adopted this recommendation as a motion to purchase one set of materials per TASFAA institution.

ITEM #2: Explored the issue of refreshments (including alcoholic beverages) being purchased by TASFAA and made available in our TASFAA suite at conferences or possibly in conjunction with any other TASFAA-conducted activities.

COMMITTEE ACTION: The committee discussed this item at length and reached consensus for recommending how TASFAA should address this item. A recommendation was presented to the TASFAA Board at its meeting on 10/21/01. The Board modified slightly the recommendation made by the committee, and approved a motion that a portion of each patron's and sponsor's support provided to TASFAA for a conference would normally be used to provide refreshments in the TASFAA suite at the conferences. Each patron and sponsor organization additionally would be told of this planned action for usage of a portion of their funds, and they would be given an opportunity to indicate that they did NOT wish for any portion of their funding support to be used for this purpose.

ITEM #3: Determined if there are any applicable laws that might have an impact on TASFAA's current non-profit organizational status, the amount of financial reserves that TASFAA can hold, and any other relevant aspects of the Association's financial structure or dealings of which we need to be aware.

COMMITTEE ACTION: This issue was reviewed and discussed with the Corporate Legal Counsel of edamerica/edsouth. It was determined that Tennessee Law does not limit our ability to accumulate reserves and it not does not impact or limit the ways in which TASFAA might consider investing/holding those reserves. We were advised to stay away from bond issues due simply to the fact that investing in bonds can put us in the position of having to file reports that can get rather confusing. Using the reserves to help provide additional support to the membership is acceptable, and it was recommended, however, that we not portray such activity as that of "paying dividends." This information was shared with the TASFAA Executive Board at its meeting on 10/21/01.

ITEM #4: Conducted a review and/or audit of the Association's financial records.

COMMITTEE ACTION: The Association Governance Committee Chair coordinated a review of the Association's financial records on 12/18/01. The review took place at the Tennessee Technology Center in Nashville, the institution

where the past TASFAA Treasurer, Cara Suhr, is employed. This made it efficient and effective for Cara to answer any questions that arose and to help interpret any record information and details when/if necessary. A full report of the Financial Records Review Task Force was presented to the TASFAA Board at its meeting on 1/30/2002. In summary, the Financial Records Review Task Force found the TASFAA's Treasurer's records to be in outstanding condition and we commend Cara Suhr for doing an excellent job of maintaining the Association's 2000-01 Treasurer's records.

The following Suggestions and Recommendations were put forth by the Financial Records Review Task Force as items for TASFAA and for our treasurer to implement:

- Documentation for transfers of funds made from one TASFAA checking account to the other should include account number(s) and type of account to which it is transferred.
- Any deposit made at the bank after the bank's cut off time for that particular day should be posted in Quicken as of the next banking day, which is the date the bank actually prints on the deposit form. In so doing, the bank deposit slip date and the Quicken posting date will always be the same.
- If at all possible, invoices for supplies and events should be signed off (approved) by the appropriate Committee Chair or District Chair to assure that goods or services were truly received before any payment is made.
- Investigate the possibility of adding an "office use only" box to the e-mail correspondence that is generated from a conference registration made on the web. The box will be for Treasurer's use only and would contain the financial category/account numbers and a space for the Treasurer to fill in the amounts that apply to each category/account.
- Someone needs to be assigned the responsibility for ensuring that the TASFAA Travel and Other Expense Reimbursement/Payment Forms are always current and up-to-date in terms of the details and reimbursement rates stated on the forms. It is recommended that this responsibility be assigned to the TASFAA Secretary as part of her/his role as the official "keeper of the current records" of the Association.

ITEM #5: Evaluation of TASFAA's membership dues and conference fees.

COMMITTEE ACTION: The committee began to gather membership dues and conference fee information, as well as any other pertinent data that might relate to this item, from other states (both in and outside of SASFAA, if possible). We also began to preliminarily compare and contrast our dues/fees structure with those of other states, taking account of any relevant organizational characteristics, in an attempt to develop an analysis and possible recommendation for TASFAA to ultimately consider.

Dick Smelser, the member of our committee who was given this task, was not able to complete this data and information-gathering assignment. Thus, we were not able to conduct a complete/overall analysis of data and information regarding this item. We did, however, evaluate certain information and details that lead us to recommend that the Executive Board take under discussion/consideration and take action, if deemed appropriate, with regard to the following two items: (1) That future conference fees, when established, be set at only one figure, thus eliminating any late conference registration fee being charged. (2) That future conference fees be waived for all elected officers of the Association in the year(s) they are serving in their elected position.

These two items were presented to the TASFAA Executive Board at its meeting on 1/30/02. The Board adopted item 1 as stated above. The Board adopted item 2 as stated above, adding the approval to also waive the conference fees for the Program Chair and Local Arrangements Committee Chair applicable to the conference for which he/she has that responsibility.

***NOTE:** *The committee was not able to complete the gathering of membership dues and conference fee information, as well as any other pertinent data that might relate to this item, from other states (both in and outside of SASFAA, if possible). It would probably be appropriate for this item/task to be carried forward and addressed (and hopefully brought to closure) by the 2002-03 Association Governance Committee.*

ITEM #6: Evaluated the possible need to include a line item in the annual TASFAA budget for technology-related expenses.

COMMITTEE ACTION: The committee undertook the gathering of relevant data and information regarding those types of technology-related items and expenses that should probably be addressed each year and which have grown to the level where they have become an inherent aspect of how the Association's business is conducted each year. After a comprehensive evaluation, the committee developed the following recommendation for the TASFAA President and/or Executive Board to consider.

RECOMMENDATION: It was recommended that TASFAA develop and provide a budget mechanism associated with tangible technology/equipment expenses of the Association in order to facilitate the purchase or upgrade of equipment such as computers, printers, and other items plus technology-related non-equipment expenses such as computer software, insurance, web page maintenance and support, etc. This budget process could be approached on the basis of an inventory tracking procedure with inherent aspects of such a procedure including the steps for procurement of new/upgrade items as well as disposition of items that are broken, obsolete, or no longer functional.

A draft policy statement dealing with technology-related tangible assets along with suggested possible forms and procedures for this process was provided for potential discussion and consideration at the Executive Board meeting on 4/21/2002. The TASFAA President took these items under consideration and review - a decision about their implementation for the future might possibly be made at the TASFAA Transition meeting in June when the new President and Board are in place.

ITEM #7: TASFAA Travel Expense Claim Reimbursement Form.

COMMITTEE ACTION: The Committee revised, updated, re-formatted and generally "overhauled" this form and the guidelines covering the applicability and proper use of the form. The new form has been posted on the TASFAA web site and a copy of it was shared with the Executive Board at its meeting on 4/21/02. As was discussed and approved at the January meeting of the Executive Board, the responsibility for seeing that this form is maintained, kept up-to-date, and is current in all respects has now been assigned to the TASFAA Secretary (please see the very last "bullet" at the end of preceding Item #4).

ITEM #8: Management of TASFAA's Cash and Investments.

COMMITTEE ACTION: The Committee evaluated and reviewed the possibility of establishing a policy that might guide TASFAA in its stewardship and responsible handling of the cash and other investments or financial assets of the Association. After a comprehensive evaluation, the committee has developed the following recommendation for the TASFAA President and/or Executive Board to consider.

RECOMMENDATION: It was recommended that TASFAA develop a policy to help guide the Association's investment strategies. As a not-for-profit, tax-exempt organization, TASFAA must be careful to maintain its non-profit status and to adopt sound banking and investment strategies to safeguard its resources and to provide a reserve fund for conducting the business of the association in a variety of economic conditions and to be prepared for any financial emergencies or exigencies.

A draft of such a policy was prepared and was provided for possible discussion and consideration at the Executive Board meeting on 4/21/02. The TASFAA President took these items under consideration and review - a decision about its implementation for the future might possibly be made at the TASFAA Transition meeting in June when the new President and Board are in place.

ITEM # 9: Continued to work on developing a long-range strategic plan for the Association.

COMMITTEE ACTION: Certain of the committee members who were able to attend all of the committee meetings spent a considerable amount of time and effort working on this item, picking up on the work accomplished by the

2000-01 Long-Range Strategic Planning Committee. A draft of a mission statement plus a list of TASFAA purposes and functions was developed. Additionally, a conceptual framework to use for undertaking the development of goals, plus strategies for achieving those goals, was developed. A somewhat detailed presentation of those materials, plus a form for requesting input from all members of the Executive Board, was presented to the Board at its meeting on 10/21/01. The input that was solicited and received from certain members of the Executive Board was then reviewed and evaluated in order to integrate each Board member's input into an overall draft of a document that the committee began to develop. The committee then continued to work at developing a draft of TASFAA Goals and Strategies that could be reviewed and shared ultimately with the Executive Board and/or TASFAA membership for further discussion and input.

NOTE: Given that the work of the Association Governance Committee this year was rather voluminous and also challenging in some respects, and given that the size of the committee was intentionally kept small, the committee members had agreed to address a number of the long-range strategic planning action items by working independently on assigned areas. Unfortunately, certain members were not able to attend our committee meetings, honor their commitments, and complete their assignments. Thus, not as much was accomplished as was anticipated. Nonetheless, significant progress was made with regard to this item/task. David Mohning, chair of the 2001-02 Association governance Committee, has agreed to serve as a Long Range Strategic Planning Committee-of-One in 2002-03, focusing only on trying to complete this particular assignment. A separate Association Governance Committee has been established to deal with other agenda items and tasks that will be identified by the 2002-03 TASFAA President and/or Executive Board.

ITEMS TO CONSIDER REGARDING THE 2002-03 ASSOCIATION GOVERNANCE COMMITTEE

1. Please see the note at the end of Item 5 above. This task was not totally completed in 2001-02, and it could be assigned to the 2002-03 committee for bringing to closure.

2. Please see Items #6 and #8 above. With regard to both of those items, drafts of materials and/or recommended actions were presented to the TASFAA President and the Executive Board at the meeting of the Executive Board on 4/21/02. No formal action, adoption, or approval of those items was accomplished at that Board meeting due to the fact that these items were felt to be something that the incoming (2002-03) President and Executive Board should address and consider acting upon. This might be done at the Transition Meeting later this month, or there might be action taken with regard to these items that would involve more work on the part of the 2002-03 Association Governance Committee. These items are being included here so that attention can be directed toward them and closure on them can be accomplished if/as appropriate.

3. Explore the possibility of a TASFAA district re-organization, the possibility of adding another elected office to the Executive Board and/or Executive Committee, and any other organizational structure-related options that might be evaluated in order to better serve the membership.

NOTE: The 2001-02 committee had planned to undertake the gathering of relevant data and information from other states (both in and outside of SASFAA, if possible) and from any other sources of such information that might relate to this item. We intended to then compare and contrast our district structure, plus any other relevant organizational characteristics, with those of other states in an attempt to develop a recommendation for TASFAA to ultimately consider. Time did not permit this item to be addressed by the committee in 2001-02, so this might be assigned to the 2002-03 committee.

4. A brief potpourri of additional thoughts/ideas/suggestions for the Executive Board and/or the 2002-03 Association Governance Committee to consider undertaking.

Under the broad umbrella of general/overall Association Governance issues that we feel might need to be considered by TASFAA, and which might be described as future "food for thought" items, the 2001-02 Committee would like to draw attention to the following things. These items might be discussed and considered for future action if/as determined appropriate by the President and/or Executive Board of our Association.

* In addition to the Association securing a bond or fidelity insurance coverage on the treasurer, would it not also make sense for such coverage to be procured on the President of TASFAA? The President would potentially be equally as capable of misappropriating funds or absconding with Association funds as would the Treasurer.

* Would it make sense for the Association to procure some kind of liability coverage to address the possibility, as unlikely as it might be, of the Association being named as a defendant in a lawsuit arising out of some incident that might occur in conjunction with a conference or other activity with which the Association is connected or involved. Whether any such lawsuit has merit or not, TASFAA would still be potentially put in the position of needing to legally defend ourselves, and such a liability insurance coverage could potentially provide for that defense.

* Would it be reasonable for TASFAA, in the area of membership, to establish or create an actual database structure where historical information is stored and is always readily available in a single location/source? Such a database could then hold historical membership information covering many years, as opposed to simply being an annual listing of who is a TASFAA member for the year in which a particular membership chair has responsibility. The database could potentially hold records of awards received by members and any of a number of other historical items of member-specific that TASFAA seems to be searching for on some regular basis. This is perceived as being a true database with chronological and historical breadth plus depth of membership information, as opposed to simply being a concatenated set of annual membership listings/records.

Site Selection

Karen Gibson

edsouth

Contracts through the fall of 2003 have been signed. A draft contract for April of 2004 for the Meadowview Marriott has been received and is being evaluated.

Program Committee (Spring)

Marian Malone-Huffman

Lee University

Taking Pride in Who We are and What We Do!

The Spring Conference was an overall success according to comments and evaluation forms. Also, we were well within our budget.

I would like to express my sincere appreciate to all the committee members for their commitment to excellence and hard work to make this conference great.

Laura Bateman, Director Financial Aid at Bethel College,
suddenly lost her mother Monday, June 17, 2002.

Please keep Laura in your prayers. Her father has been ill for sometime,
but her mother's death was from a sudden, massive coronary.

Since last November, Laura's youngest son was diagnosed as a diabetic. He is only 17 and taking 2 different types of insulin injections at least twice a day and his blood sugar still evates in excess of 200. Her youngest grandchild, that was due two weeks ago, was born 2 1/2 months premature. He is home now, but requires oxygen and a sleep monitor.

Laura has had a very difficult past 5 months, so please keep this kind and deserving lady in your thoughts.

Diversity

Vickie Johnson
Meharry Medical College

1. Work with Program Chair on possible conference sessions.
 - Accomplished.
2. Continuously assess membership needs in the area of diversity awareness.
 - I will serve on the 2002-03 Diversity Committee as a member.
3. Bring to the Executive Board any concerns of the membership regarding cultural relations.
 - No concerns voiced by members to the Diversity Committee.
4. Search for speakers, readings, handouts, videos, and other forms of media, which can be used for educational purposes with the association.
 - Accomplished.
5. Assess ways in which the association can better serve its members, and address any inconsistencies in our activities.
 - I will serve on the 2002-03 Diversity Committee as a member.

Counselor Intern

Anne Rader
Bryan College

The Summer Counselor Intern Project training was held June 9-11 at Fall Creek Falls State Park. Seventeen counselors were scheduled to attend but three did not attend. The fourteen that did attend were interested and enthusiastic.

The trainers were Anne Rader, Linda Embree, Brent Tener, Darolyn Porter and Ron Gambill. The training began at 4:00 p.m. on Sunday and ended at 11:00 a.m. on Tuesday. All schools have been notified of the participation status of their counselors. TSAC will be sending the contracts to the schools within two weeks.

One counselor has already resigned after one day on the job. At this point most others have either already contacted the schools for scheduling of work or have actually begun work.

The accommodations were a success with the trainers and the trainees. I found the park to be very hospitable and easy to work with. The bill has already been sent to the treasurer.

In August I will be sending evaluation forms to the schools and counselors and forwarding them to Darolyn for her to use in making her plans for next year. Also I will be sending the participating counselors the certificates that were a hit last year indicating their participation in the program.

I want to thank you for the opportunity to serve and I want to tell you how rewarding this program is on my behalf.

The 2001-02 year was active and tumultuous for our committee. With illness and job changes affecting our committee members, we were unable to complete the ambitious menu of projects assigned; however, we should be able to successfully complete the remainder in the upcoming year. Below is an update of each project along with pending action for completion.

Project: Welcome Wagon and Mentoring for New TASFAA Members
Coordinator: Jack Harvey and Celia Heneghan
Support
Responsibility Membership and District Chairs
Goal: To give back to the membership value added services
Task: To create a "welcome wagon" for new people and provide mentoring throughout the year, not just at conferences.

Our plan for this project was amended and implemented at the Spring 2002 conference focusing on new member packets and a scavenger hunt. We were not able to set up a mentoring program but hope to be able to complete this leg of the project in the fall.

Projected Implemented Spring 2002 for New Members

New member packets will include:

- Stickers on name tags to indicate that person is a new member
- Goo-Goo Clusters
- List of Executive Board Members
- TASFAA Scavenger Hunt form

Recognition Opportunities

During Opening Session the President, Membership Chair or other will explain that the stickers indicate members who are new to our association and asked that the membership offer introductions and welcome the new members. Also explain that the new members are participating in a scavenger hunt and may be asking some odd questions which the old members may or may not know the answers to.

All new members will be asked to stand and be recognized at Monday lunch.

Mixer Activity

The New Member Scavenger Hunt will encourage new members to talk to people serving to break the ice and help new and old members get to know one another. The scavenger hunt form will be included in their packets. The questions will list things specific to 1 or 2 TASFAA members. The new comers must identify the member(s). The new members will be instructed to return completed forms to the registration booth. New members uncover the correct answers will have their names placed in a drawing. Four will receive \$25 gift certificates from Outback Steak House. A copy of the form is attached to the report.

Action Delayed Until Fall

Assignment of Mentors

- District Chairs and Membership assign mentors to new attendees.
- Mentor will be from a similar school in the same district.

Mentor Characteristics and Duties

- Mentor will meet and greet as soon as possible.
- Membership will assist in identifying mentor to new attendee and vice versa.
- Mentor will escort new attendee to President's reception and introduce to committee chairs and

Board members

- Mentor will sit with new attendee at lunch and make sure new attendee is included in or has dinner plans with a person or group.

Mentor will explain how the TASFAA organization operates and other "old timer" tips.
Mentor will encourage new attendee to contact them with questions or concerns during the year.
Mentor will contact new attendee twice during the year to touch base

District Chairs

District Chair will meet newcomers in their districts.
Follow the conference with a phone call
Make sure that the newcomer is aware of district meetings that occur during the year.

Project: Staff Training Evaluation Program (STEP)

Coordinator: Judith Kerzner, edsouth
Michael Jones, Tennessee State University

Support

Responsibility Training and Computer Network

Goal: To identify training needs of TASFAA membership and explore avenues of delivery

Task: Develop a web-based assessment tool to determine areas of training need data could be broken down by institution, district or statewide.

STEP was posted to the TASFAA website in February. There were minor changes suggested by the membership at the SASFAA conference. These suggestions were forwarded to Bill Ward. TASFAA membership was encouraged to log on and complete the assessment. Joanie Hall and Marian Huffman were to use the information to plan future training activities for the membership.

Hopefully, STEP will be used on a larger scale to assist in planning for Fall conference. The plans developed from Spring New Aid Officer and Fall conference can be further utilized when we present the STEP program to NASFAA for state award consideration.

I will need the help of the Training and Computer Network committee chairs from both the 2001 Executive Board as well as the 2002 Executive Board in order to successfully complete the application for NASFAA state awards in February.

Coordinator: Bryan Erslan, The University of Tennessee
Jack Harvey, Southern Adventist University

Support

Responsibility Financial Aid Awareness and Public Relations

Goal: To develop a new project to support the mission of TASFAA

Task: Develop a 30 or 60 second PSA

Action Plan Update

A 30-60 second Public Service Announcement will be produced focusing on famous Tennesseans who have gone to college with the help of some form of financial assistance. A list of "famous" people has been gathered. To date we have commitments from David Keith, Haller Hill, and Memphis Mayor Willie Herenton, we are still working on other names but need to reenergize our efforts. I have had two committee members leave TASFAA leaving only Jack Harvey and myself to complete this project. New committee members should help add energy and shoulder the burden of a project of this size.

Going forward TASFAA, needs to pay 50% of the agreed invoice to Morris Creative in order to begin creative work on the PSA.

TASFAAA VOLUNTEER FORM

2002-03

To assist with planning for the 2002-03 year, I am asking for your response now, or in the next few weeks if possible. Next to each committee you have the opportunity to indicate if you have an interest in serving as a committee member. If you have multiple areas of interest, but have a preference, then mark them with a "1", "2", etc. If no preference, then a check-mark will do. There is also a place for comments and suggestions. You may also use this space to indicate if you would like to be a committee chairperson. Complete the form with your name, institution, phone and e-mail and return to me. A brief description of each committee follows this form.

Committee Member

- | | |
|-------------------------------|-------|
| Association Governance | _____ |
| Awards | _____ |
| Computer Network | _____ |
| Counselor Internship Project | _____ |
| Diversity | _____ |
| Financial Aid Awareness | _____ |
| Government Relations | _____ |
| Historian | _____ |
| Membership | _____ |
| Newsletter | _____ |
| Nominations | _____ |
| Program (conference planning) | _____ |
| Public Relations | _____ |
| Site Selection | _____ |
| Sponsorship Development | _____ |
| State Programs | _____ |
| Training | _____ |
| TSAC Advisory | _____ |

Other areas of interest, comments, suggestions, etc.

Your Name _____ Phone _____
 Institution _____ E-Mail _____

Return form to: Cara Suhr, Tennessee Technology Center at Nashville, 100 White Bridge Road, Nashville, TN 37209, fax (615) 356-0187.

If you have any questions, feel free to contact me at: CSuhr@nashville.tec.tn.us or (615) 741-1241.

Financial Aid Awareness

Deborah Nuchols
First Tennessee Bank

Thanks to volunteers Stephanie Aylor, Brenda Burney, Mary Chambliss, Lana Craig, Tom Dannelly, Ron Gambill, Dianna Greer, Joanie Hall, Kitty Hall, Vickie Johnson, Leslie McIntosh, Mike Roberts, Gary Rogers, Jeanne Stewart, Sue Tacker and Rosemary Tutt, our organization was able to direct many home schooling parents onto the path of college financial aid. These fine people manned (and womened) the TASFAA information booth at the Middle Tennessee Home Education Association fair in Nashville June 20-22nd. Many thanks to each of you for spending your "leisure" time in this worthwhile endeavor on behalf of TASFAA.

Government Relations

Claude Presnell
Tennessee Independent Colleges

We continue to watch the state budget debate as it relates to the Tennessee Student Assistance Corporation. TASFAA along with other members of the Tennessee Student Aid Alliance (TSAA) continue to support an increase in the Tennessee Student Assistance Award along with other TSAC administered grant programs. The General Assembly remains in a stalemate concerning an adequate revenue measure to fund these programs. Consequently it could be weeks before TSAC will know what funds have been appropriated for its budget.

It appears that Congress has reached consensus on funding the Pell Grant shortfall of over \$1 billion. This means that the student Pell Grants will not be reduced and that any additional funds appropriated for FY2003 will go toward increasing the grant program. Later this week a "thank you" opportunity will be placed on the TSAA website for members of TASFAA to express their gratitude for this support. has been received and is being evaluated.

Sponsorship

Bobbie McClain
University of Tennessee, Martin

We had a great year with sponsorship:
Total year sponsorship (conferences only): \$70,700

We had 4 new sponsors for 2001/02:
American Student Assistance, Trustmark National Bank, Student Loan Xpress, and ELM Resources

All committee members actively participated in both conferences. Our web site's inclusion of sponsorship forms and information was very useful.

The revised form indicating that sponsorship dollars will be used for the Presidential Suite refreshments (including alcohol) was accepted without controversy.

Goals for 2002/03

1. Work closer with program chair and local arrangements regarding estimated costs versus actual costs for events and meals to ensure sponsors get what they "paid for".

Obtain email addresses for ALL sponsors in order to more effectively communicate conference information.

Budget Status

At the time of this writing there is no final word on the state budget resolution. The last discussions focused on a no new revenue budget including a 12.5% decrease in the base year budget (2001-2002).

The discussions regarding TSAC did not reduce funding for need-based grants, nor our scholarship programs. However, no new revenue and higher tuition costs will have an impact on the Tennessee Student Assistance Award Program. If tuition increases 5%, then 2650 fewer students can be awarded. If tuition increases 15% at public institutions, the impact will affect 5370 needy students. At a 20% tuition increase, the number extends to 6850 students.

Unless new revenue is provided for the TSAA program, we will need to maintain the May 1 process date and may be unable to award corrections past June 10. Demand is well ahead of last year and our final numbers will not be known until the University of Tennessee system and the Tennessee Board of Regents meet and set tuition rates for 2002-2003.

For the Restoration awards, the process end was April 19 with corrections being processed through May 30.

It appears that the revenue situation also impacts the Ned McWherter Scholars. If no new revenue can be injected into the program in 2002-2003, it will not be possible to make any new awards for the 2003-2004 award year. Only renewals would be considered. The TSAC Board and the Tennessee Higher Education Commission have been seeking additional funding for five or more years and interest earnings have significantly declined due to the economic conditions. We want to honor our commitment to the current recipients; therefore this action will be necessary if new revenue is not provided.

Training

This fall, TSAC will be doing detailed training on the new grant system. Watch for the announcements. The grant staff is very excited about all of the new functionality yet to come.

Work has been moving since April to have the grant system converted in the fall of 2002. Plans are that the full implementation from initial awarding would begin with the 2003-2004 award year.

Scholarships

Awards have been made and acceptances are final for the Robert C. Byrd Honors Scholarship and the Ned McWherter Scholars Program. Renewal awards have been made for the Tennessee Teaching Scholars Program. Awards for the Minority Teaching Fellows have been made, and the final acceptances are almost complete.

Public Relations and Crossfeed

Terri Parchment
edsouth

Public Relations

- A press release announcing the PBS Broadcast was sent out to the newspapers, radio stations, and television stations in Tennessee.
- News releases were sent to elected officer's local and schools paper announcing their election and service to the association.

Newsletter

- The first issue of the TASFAA Crossfeed for this year was released at the Fall Conference.

The second issue was available at the spring conference. An electronic issue will be released before the end of the year.

SASFAA 2003 ANNUAL CONFERENCE

Adam's Mark Hotel, Jacksonville, Florida

February 23-26, 2003

Greetings Colleagues! As part of the SASFAA 2003 Annual Conference, we would like to offer approximately 40-50 Interest Sessions covering many topics of interest to our membership. At this time, we are making our initial request for session topics and/or presenters.

If you would like to see a particular topic covered at the conference, please list it below. If you have seen a session at another conference and think it would be of benefit to our membership, please list the session along with the presenter(s). If you would like to present at the conference, please list your topic and co-presenters, if applicable, on the form below. This is your conference, so let's hear from you!

Janet Sain, 2003 Conference Chair

Topics I would like to see presented:

Session(s) I have seen at other conferences that may be of benefit to others
(please include presenter(s)):

Session I am submitting for consideration:
Topic/

Session Description:

Presenter(s) Include Name/Address/Phone/Email:

Fax form to (336) 664-0801 or email to jsain@ecpi.edu by
July 31 for 1st round consideration and Sept. 30 for 2nd round consideration

Sometimes the Right Answer is "No"!

By Dan Brent, Citibank

The air traffic control conversations can be interesting. Well maybe "interesting" over-advertises it a little, but listening in is at least something to do with an otherwise boring air trip.

Leaving O'Hare recently I was tuned in with the passenger headset. One pilot, apparently on his final approach, came on. "I can't land. We just calculated that I have too much fuel. I need a few more minutes of air time." The normally monotone voice of the air traffic controller came back with surprising animation. "You can't land on a 15,000 foot runway?" The pilot responded defensively, "It's not a runway issue. It has to do with the airplane's structural integrity."

That, I took it, meant that he didn't want the fuel-heavy wings to fall off when he hit the runway. He was immediately given directions for aborting his landing.

It occurred to me that this is an interesting metaphor for the personal stress that comes from getting overextended. I work with a lot of Financial Aid offices and I've not yet seen one that's overstaffed. The norm is that everyone is taxed by the ratio of work to do over staff to do it. Besides, the sensitive types who gravitate to people-service jobs (like financial aid) naturally tend to be driven by customer needs and wants rather than by their own duties and limitations. (In Myers-Briggs talk, this is the "feeler" preference.) Bottom line: too much fuel and the risk of crash-landing.

I do a workshop on managing stress. One of my points is encouraging people to say "No". Of course it's good to be proactive, to get involved, to pitch in, to be supportive, to be a team player. But, as often happens, too much of a good thing is a disaster. You can't be very helpful if you're recovering from your nervous breakdown! So learning to say "No" is as critical as learning to say "Yes".

Later in the stress workshop, I'll interrupt the flow to ask an individual participant as an aside to do some small favor for me after the workshop. Invariably they will say "Yes". I look at them and pause. They and the other participants will begin to laugh as they catch on: the right answer is "No".

There was an era in my work-life when I belonged to a national professional organization. I even volunteered for a committee. I made networking contacts, learned some professionally useful information and skills, and solved some local problems by borrowing ideas from talented people elsewhere. Meanwhile I contributed ideas, work, enthusiasm. It was a win-win tradeoff.

But! But soon I was chairman. Then our committee was interacting with another committee. There was an extra meeting - or two - or so. The national group was using more of my time when I was home. I was getting stressed and so was my real job. I finally decided to resign from the committee and I dropped out of active participation in the national organization. I still read their journal and kept the directory of potential contacts. But the learning in that experience of disconnecting was invaluable to me. I had learned to say "No".

Work accumulates. New tasks get added and old ones don't go away. The stress-management gurus talk about how important balance is in everyone's life. Taking on more and more responsibility pushes other, often more valuable, things off the table. So you learn to make cuts and say "No" or you risk the crash landing. My guess is that the pilot at O'Hare could have landed that plane safely this one time. He could probably have handled it. But he chose to respect his limits. The problem is not the length of the runway; you may think you have time for this one more thing. It's a structural issue!

Dan Brent is a Professional Development Officer with Citibank. He regularly presents seminars for Financial Aid office staff and management people.

National Association of Student
Financial Aid Administrators (NASFAA)
1129 20th Street, NW, Suite 400
Washington, DC 20036
Phone: 202-785-0453, Fax: 202-785-1487
www.NASFAA.org <file://www.NASFAA.org>

FOR IMMEDIATE RELEASE
Mindy Kaplan Eline, NASFAA
(202) 785-0453 Ext. 116
elinemk@nasfaa.org

FINANCIAL AID PEER REVIEW PROGRAM TAKES OFF AGAIN

Washington, D.C. (May 16, 2002) - The National Association of Student Financial Aid Administrators (NASFAA) is pleased to introduce SOE Modular Reviews, an extension of NASFAA's Standards of Excellence (SOE) Review Program. SOE is an objective, confidential peer review program that assesses an institution's delivery of financial aid. Now in its third successful year, SOE has been embraced by institutions across the country. To date, 26 institutions have undergone a full SOE review. SOE Modular Reviews were created in direct response to the large number of institutions that face tight budgets and cannot afford a full SOE review yet are committed to the effective and accurate administration of the student aid programs. SOE Modular Reviews allow institutions to choose which area of the aid office to review, based on their needs and budget. There are seven new SOE Modular Reviews to choose from, including:

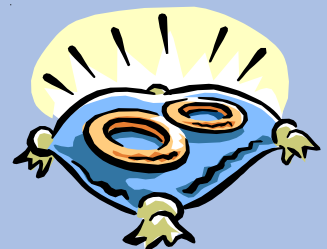
- Financial Aid Application Process
- Communications
- Human Resources & Facilities
- Technology
- Strategic Planning & Oversight
- Title IV Compliance
- Customer Service

To participate in an SOE review, please complete the application form located on the SOE web site at www.NASFAA.org/SOE.asp. For questions or more information, contact Vernetta Fairly, program director, at 202-785-0453 x 141 or fairleyv@nasfaa.org.

The National Association of Student Financial Aid Administrators (NASFAA) is a nonprofit membership organization that represents more than 10,000 financial aid professionals at nearly 3,000 colleges, universities and career schools across the country. Based in Washington, D.C., NASFAA is the only national association with a primary focus on student aid legislation, regulatory analysis and professional development for financial aid administrators. Each year, members help more than 8 million students receive funding for postsecondary education.

Congratulations!

Congratulations to Vickie Hammons from Nashville State Tech. She was married on May 25 to Mr. Ronnie Preston. Her new name is Vicki Preston. They had a small ceremony in her back yard with friends and family. Her son gave her away.



FOR IMMEDIATE RELEASE

Contact: Mindy Kaplan Eline, NASFAA
(202) 785-0453, Ext. 116
elinemk@nasfaa.org

or

David Kelly, TERI Marketing Services Inc.
(800) 255-8374, Ext. 4309
kelly@teri.org

EARLY AWARENESS PROGRAMS HELP STUDENTS REACH COLLEGE

The National Association of Financial Aid Administrators (NASFAA) and The Education Resources Institute (TERI) announce new Web site to assist early awareness program administrators

Washington, D.C. (May 8, 2002) - The best time to have a positive impact on children is when they are young. That's why the National Association of Student Financial Aid Administrators (NASFAA) and The Education Resources Institute (TERI) have launched a new Web site to assist counselors, community leaders, and financial aid and admissions professionals with an interest in helping youth and their parents understand the benefits of going to college. "The ABCs of Early Awareness: A Resource Guide and Toolkit for Helping Students Achieve a Higher Education" is available to the public at <http://www.nasfaa.org/ABCs.asp>.

Early awareness programs can impact and change the lives of students who may not otherwise consider college an option. When college is not part of young students' mindsets, they arrive at their junior or senior year of high school only to find that they have not met college admissions requirements, or they feel unable to afford an education beyond high school - they don't know that financial assistance is available.

Fortunately, there has been an awakening to these issues in recent years, and an increasing number of schools and organizations have initiated activities to promote early awareness. "The ABC's of Early Awareness," located on the NASFAA Web site, provides step-by-step instructions to help program organizers:

- Identify the right program for the target age group,
- Plan activities,
- Address budget constraints,
- Implement the program, and
- Evaluate the program's success.

The site also includes information and links to:

- NASFAA's "Financial Aid Night" Web page, a complete slide presentation and script for presenting financial aid programs and application procedures;
- TERI's College Access Resources, including the Higher Education Access Resources (HEAR) database with more than 175 programs that promote college attendance among first-generation and low-income students;
- A guide to planning a "Carnival of Learning" event, a motivational activity for students in the elementary grades; and
- An extensive bibliography of Web- and print-based early awareness resources.

NASFAA and TERI have collaborated on a number of early awareness activities since the late 1980s. "The ABCs" was created by financial aid and admissions professionals, primary and secondary school administrators, and representatives from community-based organizations.

The National Association of Student Financial Aid Administrators (NASFAA) is a nonprofit membership organization that represents more than 10,000 financial aid professionals at more than 3,000 colleges, universities, and career schools across the country. Based in Washington, D.C., NASFAA is the only national association with a primary focus on student aid legislation, regulatory analysis, and training for financial aid administrators. Each year, members help more than 8 million students receive funding for postsecondary education. For additional information visit www.NASFAA.org or call (202) 785-0453. The Education Resources Institute (TERI) is a Boston, Massachusetts based non-profit organization. Founded in 1985, it is a provider of education information and finance services. TERI has assisted hundreds of thousands of students and families achieve their education goals. Education loans guaranteed by TERI are available for undergraduate, graduate and part-time students. For additional information please visit TERI on the web at TERI.org or call (800) 255-TERI (8374).

In the crazy world
known as financial aid,
lived a bunch of Theys
that often frolicked and played.

One They was Linda
that grew trees in a can,
a guy named Dana
her number one fan.

Another They was Karen
she was the artsy type,
she stayed calm and cool
no matter how much the hype.

There was a They called Mary Ann
hiring students was her forte,
though a few now and then
she'd like to make a flambé.

The They named Lynette
right down the hall,
tons of questions would arise
with each and every call.

Theys Kathy and DeDe
travel with file in hand,
keeping them in place
is their foremost plan.

The They called Misty
files and sorts mail galore,
a young lad named Jamie
is the one she does adore.

Yet another They was Bill
off to Greeneville he'd go,
anything about loans
just ask 'cause he'd know.

The final They was Bob
here and there you'd see,
right before each deadline
Calhoun's he would be.

By Crystal Stewart
Information Processing Specialist at Walters State's Greeneville campus

TASFAA TRANSITION

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