

# MASFSA

Michigan Association of Student Financial Services Administrators

The official newsletter of MASFSA  
Provided by NCO Financial Systems, Inc.



Issue 7

December 2006

## Letter from the MASFSA President



December 2006

Dear Colleagues,

The end of the year has fast approached us and we are all looking forward to 2007. The colleges are busy with the end of the semester soon approaching and preparing for the beginning of the next term.

The MASFSA board and Conference Committee are busy planning the upcoming MASFSA conference that will be held on May 20-22, 2007 in Grand Rapids, Michigan. We are looking forward to a conference filled with interesting topics and guest speakers. Our featured guest speaker will be Dr. Taylor talking about Generation NeXt Comes to College. The sessions will include topics such as Identity Theft, an update from the Department of Ed, Bankruptcy, How to Manage your Billing Services, and other areas of interest. We will also have time to network with the vendors. Watch for more information regarding the conference to be coming out soon.

Nomination forms for board members for next year are also found in the newsletter. If you have any interest in serving on the board or know of someone who is interested, please complete the nomination form.

Please remember to use the list serve for any questions you may have. The email address to post items to the list serve once you are registered is [masfsa@list.emich.edu](mailto:masfsa@list.emich.edu). With all the schools trying to keep up on so many processes, regulation changes, and software upgrades, this is a good place to ask questions to your colleagues in the State of Michigan who probably experienced what you may be experiencing.

If you have any questions, please feel free to contact me at [sheila.atherton@wmich.edu](mailto:sheila.atherton@wmich.edu) or call me at 269-387-4224.

Happy Holidays to you and your family!

Sincerely,

Sheila Atherton  
MASFSA President

To sign up for a MASFSA membership, please visit our website to fill out an application:

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

### Issue Highlights:

- 2007 MASFSA Conference Information
- Become A MAFSFA Member
- Membership News
- Article: Listserv Policy
- Professional Development Committee Update
- MASFSA Associate Members
- 2007/2008 MASFA Executive Board Nominations

*Happy Holidays!*



## MASFSA has 29 associate members.

Associate members are located all over the country and provide many valuable services to our institutional members. Associate members play an important part on our committees and volunteer many hours of work for the association. Their financial support contributes to the annual conference, which helps keep the cost very affordable for our institutional members.

We'd like to mention in particular the following committee members:

ACS Education Services  
Account Control Technology, Inc.  
American Collection Systems, Inc  
Campus Partners  
CASHNet (Informed Decisions Corp)  
Chase Bank  
Collecto, Inc.d/b/a Collection Company of America  
ConServe  
Credit Control Services  
Delta Management Assoc., Inc  
DCS, LLC  
Educational Computer Systems Inc.  
Enterprise Recovery System Inc.  
Financial Recoveries  
General Revenue Corp.  
Higher One  
Immediate Credit Recovery  
JM Associates LLC  
Merchants & Medical Credit Corp.  
Myrichunclestudent loans

National Credit Management  
National Enterprise Systems  
NCO Financial Systems  
Pioneer Credit Recovery Inc.  
Premier Recovery Inc.  
Progressive Financial Services  
RC Services, Inc.  
Recovery Management Services Inc.  
Regional Adjustment Bureau  
Security Credit Systems, Inc.  
The CBEGroup  
Todd, Bremer & Lawson Inc.  
TouchNet Information Systems  
Transworld Systems  
Tuition Management Systems  
University Accounting Service  
Williams & Fudge, Inc  
Windham Professionals

## Member News

### Member Spotlight- Jason Broge

Adrian College welcomes Jason Broge back as the new controller. Before becoming the Associate Vice President of Finance/Controller at Lourdes College, he worked in Adrian's Financial Aid office. He graduated from Central Michigan University in 1994 with a Bachelors degree in Accounting. In 2005, he received his CPA . He will graduate December 2006 with a Masters in Organizational Leadership from Siena Heights University.

Jason and his wife Michele have three children, Harli age 6, Griffin age 4 and Isaiah age 2, who keep them very busy and bring them much pleasure.

### Our Condolences

On behalf of the entire MASFSA organization, we would like to extend our deepest sympathy, thoughts and prayers to Sheila Atherton and family, for the loss of her father, Gerald Mattimore.



# MASFSA Listserv Policy

Our listserv has been in operation for just over a year; from time to time our members will leave their college or university and new staff will replace them. Please take some time at your school and let individuals within your division know the benefits of our listserv. They can sign up at our website: <https://list.emich.edu/mailman/listinfo/masfsa>

If you are having any problems with the listserv, I can be reached by email at: [dave.wilcox@emich.edu](mailto:dave.wilcox@emich.edu). I am also providing our Listserv Policy for everyone's review. Please let me know if there are any questions.

Sincerely,  
Dave Wilcox  
Eastern Michigan University

## Michigan Association for Student Financial Services Administrators (MASFSA) Listserv Policy

MASFSA listserv, please contact Dave Wilcox of Eastern Michigan University, at [dave.wilcox@emich.edu](mailto:dave.wilcox@emich.edu). Issues not addressed here will be taken under consideration by MASFSA Membership. By subscribing to the listserv you are confirming that you have read and agree to the terms of MASFSA listserv policy statement and guidelines.

**How to SUBSCRIBE:** To subscribe to the list, send mail to: <https://list.emich.edu/mailman/listinfo/masfsa>  
In the body of the message enter: subscribe 'Your\_Name'

**How to UNSUBSCRIBE:** To be removed from the list, send mail to: <https://list.emich.edu/mailman/listinfo/masfsa>  
In the body of the message enter: unsubscribe

**How to POST A MESSAGE:**  
Simply send your message to [MASFSA@list.emich.edu](mailto:MASFSA@list.emich.edu). It will be sent out to each member of the list. If you reply to a list message, your reply will be sent only to the sender.

### Overview

The listserv has been established as a mechanism for information exchange and problem resolution for use MASFSA Membership. It is intended to provide a forum for the exchange of information for the MASFSA Membership.

### Policy Statement

MASFSA listserv subscription is reserved for current MASFSA Membership. Correspondence is monitored to protect MASFSA membership and to ensure proper use of the listserv. You may post student loan, A/R queries, discussion items, industry related organization announcements, and items that can be considered "public service" in nature to the listserv. Be considerate of MASFSA audience. Your message must be appropriate for this listserv. Off-topic posts will be considered SPAM. Any questions as to the appropriateness of a posting should be directed to the list moderator at Dave Wilcox of Eastern Michigan University at [dave.wilcox@emich.edu](mailto:dave.wilcox@emich.edu).

**Special note:** listserv postings that promote or advertise goods or services are forbidden.

### Listserv Guidelines

"Netiquette" must always be observed. MASFSA listserv is not a forum for arguments or off-topic discussions. Take arguments and personal discussion to private exchange. Anyone who "attacks" another member on the list will be unsubscribed from the list. It is undesirable to post html code. It doubles the message size and does not display properly in many cases. Flaming, spamming and other inconsiderate behavior will not be tolerated. Inconsiderate participants will be unsubscribed from the listserv. Sign your name AND institution at the end of your message; few will know your identity if you sign only [bob@yourschool.edu](mailto:bob@yourschool.edu). Use of the list for illegal activities is strictly prohibited. Posting of material that may be considered racist, hateful, pornographic, etc., is forbidden. Send all administrative inquiries/requests (i.e. subscription status, delivery issues, etc.) to the list moderator, Dave Wilcox of Eastern Michigan University at [dave.wilcox@emich.edu](mailto:dave.wilcox@emich.edu).

If you have questions regarding the listserv and/or the proper use of the MASFSA listserv, please contact Dave Wilcox of Eastern Michigan University, at [dave.wilcox@emich.edu](mailto:dave.wilcox@emich.edu). Issues not addressed here will be taken under consideration by MASFSA Membership. By subscribing to the listserv you are confirming that you have read and agree to the terms of MASFSA listserv policy statement and guidelines.

## Seeking Nominations for 2007/2008 MASFSA Executive Board

We will begin seeking nominations for the MASFSA Board for the 2007/2008 fiscal year, which begins July 1, 2007. The appointment is for a one year period. We usually have 4-5 board meetings per year. The positions that we are seeking nominations for include Vice President, Treasurer, Secretary, Director of Associate members, Member at Large - Private Schools, Member at Large - Community College, Member at Large - 4 year state school.

If you are interested in serving or would like to nominate a member, please print out the form on the following page and send to Sheila Atherton.

**Nominations for MASFSA Executive Board Members 2007/2008**

**Complete form no later than March 31, 2007**

Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Position of Interest: \_\_\_\_\_

Please complete this form to nominate candidates or yourself for serving as a MASFSA Executive Board member. The board meets about 5 times a year to discuss the operations, upcoming conferences, and goals of the MASFSA organization.

## 2007 Conference Update

### Conference Updates:

- All relevant information, including sponsorship information, will be available in vendor packages to be posted to the website in January
- Sponsorship payments will be due by March 30, 2007
- The Department of Education has confirmed that they will present at the upcoming conference in Grand Rapids



### Selected Topics:

- Generation NeXt Comes to College
- How To Manage Your Billing Services
- Building Relationships With Your Staff
- E-Billing Panel Discussion
- Collection In Your Office From Beginning to End
- Identity Theft
- How to Manage Your Cohorts
- Managing Your Receivables
- Litigation
- Department of Education
- Bankruptcy
- Managing A/R Through Electronic Transfer

## The Professional Development Committee Update

### Website-

Please check out the new changes to the website at [www.masfsa.org](http://www.masfsa.org). We are still working on getting a membership log-on implemented.

### Newsletter-

We will be sending out emails asking for information, updates and news about your school. Please respond with information, a newsletter is only as good as the information provided.



## 2006-2007 Board Members

### Officers

President	Sheila Atherton	Western Michigan University
President Elect	Peggy Davis	Southwestern Michigan College
Vice President	Melissa Rauch	Aquinas College
Treasurer	Shelia Stewart	Wayne State University
Secretary	Rhonda Cobb	Henry Ford Community College
Past-President	Dave Wilcox	Eastern Michigan University

### Representatives for Schools and Vendors

Four-year schools	Holly Furlo	Saginaw Valley State University
Private schools	Mike Hague	Adrian College
Community Colleges	Fiona Gray	Washtenaw Community College
Director of Associate Members	Audrey Atkins	NCO Financial Systems, Inc.

## 2006-2007 Committee Members

### Conference Committee

Daisy Lipsey (Chairperson)	Western Michigan University
Sally Laws (Co-Chair)	Western Michigan University
Peggy Davis	Southwestern Michigan College
Jim Fariss	Recovery Management Services, Inc.
Mike Hague	Adrian College
Carolyn James	The University of Michigan-Ann Arbor
Joyce Kammerzelt	Conserve
Scott Medley	General Revenue Corporation
Victoria Pirrung	Enterprise Recovery Systems, Inc.
Melissa Rauch	Aquinas College

### Membership Committee

Pat Gammalo (Chairperson)	Security Credit Systems, Inc
Larry Hauser (Co-Chair)	Immediate Credit Recovery
Sheila Atherton	Western Michigan University
David Cox	Campus Partners
Patricia Davis	Merchants & Medical
Kevin Hunt	Williams & Fudge
Beverly Savage	Baker College
Jason Thomas	Regional Adjustment Bureau
Shelia Stewart	Wayne State University

### Professional Development Committee

Karen Reddick (Chairperson)	National Credit Management
Autumn Booker	NCO Financial Systems, Inc.
William Cartwright	Wayne County Community College
April Ewing-Miles	Wayne State University
Fiona Gray	Washtenaw Community College
Lori Hartung	Todd, Bremer & Lawson, Inc.
Martita Lawson	Adrian College
Michelle Loedeman	Western Michigan University
Dave Wilcox	Eastern Michigan University