

MASFSA

Michigan Association of Student Financial Services Administrators

www.masfsa.org

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

Issue 8

April 2007

Letter from the MASFSA President

April 2007



Dear Colleagues,

I have enjoyed serving as the President of MASFSA this year. The board and committee members have been busy planning the upcoming conference and working to recruit schools in the state of Michigan to become members of the organization. We are determined to have a strong organization that provides Michigan educational institutions with great informative conferences at affordable prices, a strong network where we can ask colleagues questions, and a newsletter and website that provide updated information on our organization.

The third annual MASFSA conference will be held at Amway Grand on May 20 - 22, 2007 in Grand Rapids. The agenda is packed with great sessions you will not want to miss. Our guest speaker will be Dr. Taylor doing a presentation on Generation NeXt Comes to College. On Monday evening, we have planned a river boat ride on the Grand Lady on the Grand River, which will include dinner. Register for the conference early as the river boat ride is limited to the first 100 registered!

Currently we are accepting nominations for the 2007/2008 MASFSA Executive Board. The positions serve for a one year period, from July 1st thru June 30. The board meets 4-5 times a year. The positions that are open are Vice President, Treasurer, Secretary, Member at Large - Private Schools, Member at Large - Community College, and Member at Large - 4 year state school. If you are interested in joining the board or in nominating one of your colleagues, please complete the form in the newsletter and submit by April 30, 2007.

Please remember to use the list serve for any questions you may have. The email address to post items to the list serve is masfsa@list.emich.edu.

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

I am looking forward to seeing everyone at the conference in Grand Rapids.

Sincerely,

Sheila Atherton
MASFSA President

2007 MASFSA Conference

May 20 - 22, 2007

AMWAY GRAND PLAZA HOTEL in GRAND RAPIDS, MI

Please join us for our third annual conference for information sessions presented by knowledgeable experts, networking opportunities and much more. Mark your calendars and hold these dates. View at www.MASFSA.org



Gerald Ford Presidential Room, Amway Grand Plaza Hotel

Issue Highlights:

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

MASFSA Conference Keynote Speakers



Dr. Mark Taylor

Mark Taylor has over twenty-five years of experience in higher education, management and the helping professions. He holds a Bachelors degree in Psychology and Biology, a Masters degree in Social Work and a Doctorate in Counseling, all from the University of Arkansas.



Joanna Acocella

Joanna Acocella is the Executive Vice President of Government Relations for College Loan Corporation and President of the CLC Charitable Foundation. Acocella is responsible for leading College Loan Corporation's federal and state legislative activities relating to higher education.

2007 Conference Update

Conference Updates:

May 20 - 22, 2007

AMWAY GRAND PLAZA HOTEL in GRAND RAPIDS, MI

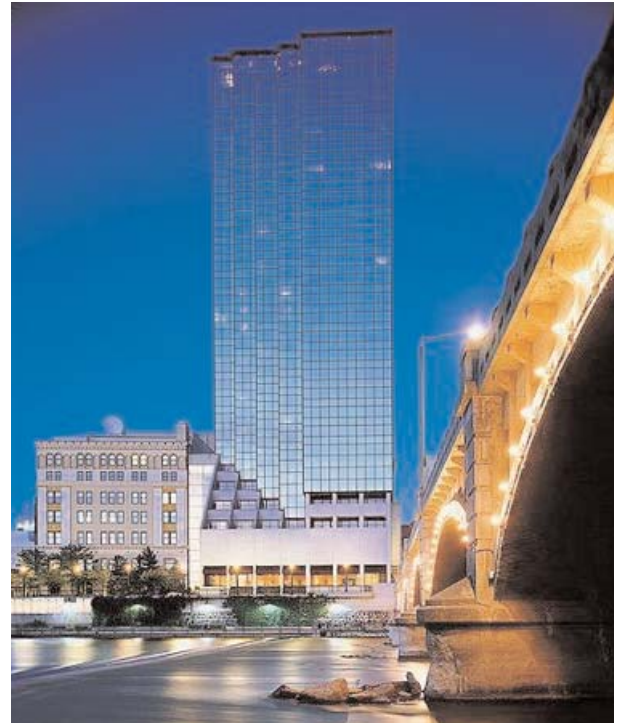
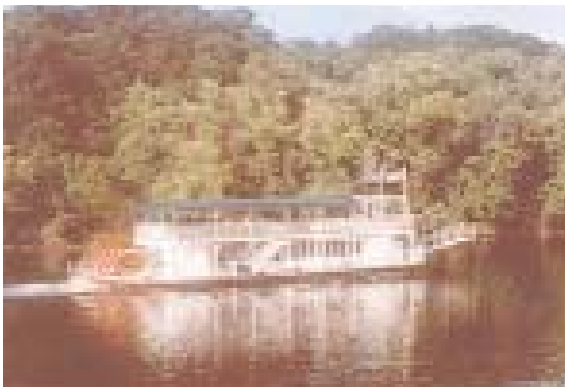
Please join us for our third annual conference for information sessions presented by knowledgeable experts networking opportunities and much more. Mark your calendars and hold these dates. View at www.MASFSA.org

Amway Grand Hotel
1-800-253-3590
www.amwaygrand.com

Conference rate of \$125 single/double and \$145 triple/quad.
Deadline is April 24, 2007.

Our 2007 Conference will include sessions on:

- Department of Education Update
- Generation NeXt Comes To College
- Perkins & A/R Panel Discussions
- How to Manage Your Billing Service
- E-Commerce
- Building Employee Relationships
- E-Pencils, Making Office Life Easier
- How to Manage Your Cohort
- Bankruptcy & Litigation
- Best Billing Practices
- Assigning to the Department of Education
- Identity Theft



Registration forms and a complete agenda for the conference can be printed from this website at 2007 Conference Information can be found at:
www.MASFSA.org

Attention Commercial Members:
For sponsorship opportunities for our 2007 events, please contact your representative:

Audrey Atkins, MASFSA Director of Associate Members
audrey.atkins@ncogroup.com

(877) 265-5156

(850) 906-9001

(850) 906-9007 (FAX)

NCO Financial Systems, Inc.

6753 Thomasville Road, Suite 108-305

Tallahassee, FL 32312

The vendor packet is available on the website.

Come join us for dinner at our Monday Night Reception on The Grand Lady.

MASFSA has 38 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:

Abbott, Nicholson, Quilter, Esshaki & Youngblood, P.C.	Merchants & Medical Credit Corp.
ACS Education Services	Myrichunclestudent loans
Account Control Technology, Inc.	National Credit Management
American Collection Systems, Inc	National Enterprise Systems
Campus Partners	NCO Financial Systems
CASHNet (Informed Decisions Corp)	Niagara National, Inc
Chase Bank	Pioneer Credit Recovery Inc.
Collecto, Inc.d/b/a Collection Company of America	Premier Recovery Inc.
ConServe	Progressive Financial Services
Credit Control Services	Recovery Management Services Inc.
Delta Management Assoc., Inc	Regional Adjustment Bureau
DCS, LLC	Reliant Capital Solutions
Educational Computer Systems Inc.	Security Credit Systems, Inc.
Enterprise Recovery System Inc.	Todd, Bremer & Lawson Inc.
Financial Recoveries	TouchNet Information Systems
General Revenue Corp.	Transworld Systems
Higher One	Tuition Management Systems
Immediate Credit Recovery	Williams & Fudge, Inc
JM Associates LLC	Windham Professionals

MASFSA Conference Keynote Speakers

(cont. from page 1)

About Dr. Taylor:

Mark Taylor has over twenty-five years of experience in higher education management and the helping professions. He holds a Bachelors degree in Psychology and Biology, a Masters degree in Social Work and a Doctorate in Counseling, all from the University of Arkansas. He was most recently the Director of Guidance Services at Arkansas State University at Beebe where he was responsible for counseling, disability, career, testing, academic advising, orientation, housing/residence life, student activities/leadership, student success programming and other student services. He left that



position in January 2006 to continue his research and programs to improve educational services to Generation NeXt, and the other students we serve. Dr. Taylor has been licensed as a psychotherapist in Arkansas since 1981. He has also worked as a college professor and academic administrator, medical administrator and clinical psychotherapist. His resume reflects over 150 professional publications and presentations at state, regional, and national events in 35 states. His eye-opening perspectives grounded in data and the literature, practical suggestions and humorous presentation style has made him a popular training consultant with numerous schools, colleges and professional organizations.

About Joanna Acocella:

Joanna Acocella is the Executive Vice President of Government Relations for College Loan Corporation and President of the CLC Charitable Foundation. Acocella is responsible for leading College Loan Corporation's federal and state legislative activities relating to higher education.



Acocella comes to College Loan Corporation from the Education Finance Council, an industry trade association, where she directed Government Relations for more than two years. Before joining EFC, Acocella spent nearly a decade at Sallie Mae, where she handled virtually every aspect of the student loan business, including operations, product development, sales, marketing and corporate communications, becoming an officer in 1999. Her unique expertise and strong leadership skills make her a phenomenal addition to College Loan Corporation's senior management team. Acocella holds a J.D. from the University of Notre Dame Law School and received her undergraduate degree from The University of Chicago.



New members have joined MASFSA. Listed below are additions to institution and associate membership:

New Institution Members

BAY DE NOC COMMUNITY COLLEGE

- Melissa Schimke
- Lynne Martinson

MADONNA UNIVERSITY

- Peggy Finnigan-Jessup

MOTT COMMUNITY COLLEGE

- Tammy Cummings
- Jayme Murphy

NORTH CENTRAL MICHIGAN COLLEGE

- Nancy Allison

New Associate Members

ABBOTT, NICHOLSON, QUILTER, ESSHAKI & YOUNGBLOOD, P.C.

- Jay Kennedy
- Daniel Kielczewski

NIAGARA NATIONAL, INC

- Joseph Occhino
- Thomas Gilmore

RELIANT CAPITAL SOLUTIONS

- Margie Brickner



We welcome our new members!

Member News

College News

Washtenaw Community College installed Banner 7.3 upgrade at the end of February. The main problem is that if any students who are due to get a refund have an inactive address, the refund process cannot be run until the addresses are updated!

Congratulations to Teesha Montague, part time collector at Washtenaw Community College was appointed Collections Specialist in February. She is doing a great job and is a wonderful asset to the department.

Madonna University's School of Graduate Studies just celebrated it's 25th Anniversary.

Baby Announcement!

Congratulations to Kerri (College for Creative Studies) and Mike McKay on the birth of their son Matthew Michael McKay. Matthew was born March 10th at 9:29 am, and weighed 7 lb 7 oz, 20 ½ inches long. He joins big brothers Charles and Alex.

Peggy Finnigan of Madonna University is a newly proud grandmother of Melanie Rae Matusek born 1-17-2007. Melanie's brother, Jonathan is 2 ½ and yes, Life is good. Grand babies are the best gifts in life journey.

Congratulations!



The Professional Development Committee Update



We have been working hard on our website and continue to work on our member log in. Please visit our website at www.masfsa.org. If you have any comments or suggestions, feel free to email Karen Reddick at kreddick@ncmstl.com.

Department of Educations references to Negotiated Rulemaking Perkins Issues:

1. "Reasonable" Collection Cost:

The Department of Education, during the negotiated rulemaking of the week of March 12 did not agree to final wording of either of the issues of "reasonable" collection cost or the mandatory assignment of Federal Perkins Loans to the DOE. These will once again be on the agenda for the next round of negotiations to take place in April (possibly the 18th-20th).

A proposal was given to the DOE from COHEAO to maximize the collection costs at 33 1/3% on first placements, 40% on second placements, and 50% on litigation. This was taken by the DOE and deferred to the next round of negotiations. This would be the maximum that could be charged and would be figured as a percentage of the balance due not fee on fee as has been done in the past.

2. Mandatory Assignments:

The Department of Education is proposing mandatory assignments of defaulted Perkins Loans 5 years or older.

3. Clarify eligibility requirements for Child and Family Service Agency Cancellation

4. Standardize NSLDS Reporting

5. Retention of Disbursement Records and Certification of E-signatures for Assigned MPNs

6. Use of True & Exact Copy of Death Certificate

7. Prospective Discharge for TPD purposes.

MASFSA Listserv

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. 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. 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. 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.

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. 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.

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. 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.

***All members have been registered on Listserv**

Seeking Nominations for 2007/2008 MASFSA Executive Board

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, 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 complete the attached form and return to sheila.atheron@wmich.edu.

Nominations for MASFSA Executive Board Members 2007/2008

Complete form no later than April 30, 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.

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	Jason Borge	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.
Jason Borge	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
Audrey Atkins	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