

# MASFSA

Michigan Association of Student Financial Services Administrators

www.masfsa.org

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



Issue 8

September 2007

## Letter from the MASFSA President

September, 2007



New MASFSA President,  
Peggy Davis

Dear Colleagues,

Having been involved with MASFSA since its inception I am very excited about having the opportunity to serve as President. MASFSA's board of directors is a diverse group of financial administrative professionals representing Michigan colleges and universities dedicated to providing quality conferences, listserv, networking opportunities, and a professional web site, all of which provide quality information.

As we enter our fourth year of operations I look forward to MASFSA moving closer to its goal of becoming the number one provider of information and networking opportunities through its quality annual conference, web site, and list serve. Our goals for our organization this next year include providing an excellent conference for our membership, developing and updating our website, an increase in use of the list serve, providing our membership with current regulation changes and news in the industry, and retaining and recruiting new members. I know that MASFSA will prove to be a valuable resource for you. If you are not currently a member of MASFSA, I invite you to get in touch for information about joining our association.

If you have any questions, please feel free to contact me at:

pdavis@swmich.edu or 269-782-1297.

I look forward to working with all of you this next year.

## MARK YOUR CALENDARS:



**MASFSA 4th Annual  
Conference  
May 19-20, 2008**

**Mount Pleasant Premier  
Conference Center  
Comfort Inn Suites**

<http://www.mtpcomfortinn.com/PDFs/ComfortInnFolder.pdf>

### Issue Highlights:

- Member Spotlight
- 2007 Conference Update
- New Committee/Board
- DOE Federal Regulation Update
- 2008 Conference Update
- Board/Committee Updates

## MASFSA 2007/2008 Executive Board and Committee Members



From the left:

Sitting: Ronda Cobb and Peggy Davis. Standing: Mike Hague, Karen Reddick, Patricia Gammalo, Carolyn James, Larry Hauser, Holly Furlo, Shelia Stewart, Audrey Atkins, Sheila Atherton, and Jan Wilson.

Absent: Fiona Gray, Jason Broge and David Wilcox.

## 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, Eshhaki & 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



## Member News

Washtenaw Community College will have a new Fitness Center opening at the beginning of the Fall Semester. It's a state of the art facility and has also been designed to meet the highest standards for "Green" buildings. Here is the link to see more details <http://www.wccnet.edu/events/fitnesscenter/>.

-Fiona Gray, Supervisor Student Payment Plans & Collections-WCC

Grand Valley State University's Student Accounts went live on Banner July 2007! So far it has been a fairly smooth transition.

-Andrea McCarty, Student Accounts Office of Grand Valley State University

Melissa Rauch, Student Accounts Manager of Aquinas College, Grand Rapids, MI is a new mom to William Christopher Rauch, born May 11, 2007, 8:51 am, 8.2 lbs, 20.5 inches.

Big Sister Sydney and Dad Christopher are all enjoying the summer with new baby William.



## Department of Education News

### ***2 Major Changes to Take Place in the Perkins Loan Program in the coming year resulting from Negotiating Rule Making in 2007***

#### **1. Mandatory Assignments:**

Dept of Education will mandate assigning older loans to the Dept of Education. Right now the negotiation stands at 5 years. No consensus was reached during the 4 sessions. Therefore it is up to the Secretary to make the final decision. The last numbers that the Dept of Education came out with was 7 years. They will start with the oldest accounts and work their way forward.

#### **2. Define Reasonable Collection Cost:**

Dept of Ed originally wanted to cap collection cost at 24%. After the 4 rounds of Negotiating Rule Making, the Dept came out with 30% 1st and 40% for 2nd and legal accounts. Which means the agency fees would be at 23 and 28 percent. Again there was no consensus, so the Secretary has the final word. Definition would be applicable to all loans placed after July 1, 2008. (Schools will be required to send addendums to the MPN's.

#### **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 of TPD purposes.**

The timeline for new regulations:

**Sessions: December 2006, February, March & April 2007**

**NPRM (Negotiated Proposed Rule Making): June 2007**

**60-day comment period : Ending in August**

**Final rules: November 1, 2007**

**Effective date: July 1, 2008**

Published NPRM Website:

<http://www.ed.gov/policy/highered/reg/hearulemaking/2007/nr.html>

## 2007-2008 Board Members

### Officers

President	Peggy Davis	Southwestern Michigan College
President Elect	Fiona Gray	Washtenaw Community College
Vice President	Holly Furlo	Saginaw Valley State University
Treasurer	Shelia Stewart	Wayne State University
Secretary	Rhonda Cobb	Henry Ford Community College
Past-President	Sheila Atherton	Western Michigan University

### Representatives for Schools and Vendor

Four-year schools	Carolyn James	University of Michigan
Private schools	Jason Broge	Adrian College
Community Colleges	Jan Wilson	Schoolcraft College
Director of Associate Members	Audrey Atkins	NCO Financial Systems, Inc.

## 2007-2008 Committee Members

### Conference Committee

Teesha Montague (Chairperson)	Washtenaw Community College
Jennifer Murlick (Co-Chair)	Saginaw Valley State University
Cindy Rublingh	Central Michigan University
Jim Fariss	Recovery Management Services, Inc.
Peggy Davis	Southwestern Michigan College
Mike Kahler	Windham Professionals
Victoria Pirrung	Enterprise Recovery Systems
Holly Furlo	Saginaw Valley State University

### Membership Committee

Pat Gammalo (Chairperson)	Security Credit Systems, Inc
Larry Hauser (Co-Chair)	Immediate Credit Recovery
David Cox	Campus Partners
Tom Gilmore	Niagara National
Shelia Stewart	Wayne State University
Shelia Atherton	Western Michigan University
Lary Dishaw	Associate Financial Solutions
Margie Brinker	Reliant Capital
Jan Wilson	Schoolcraft College

### Professional Development Committee

Karen Reddick (Chairperson)	National Credit Management
Dave Wilcox	Eastern Michigan University
Joyce Kammerelt	Conserve
Fiona Gray	Washtenaw Community College
Audrey Atkins	NCO Financial Systems, Inc.
Peggy Finnigan	Madonna University

# 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](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.

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

## We welcome new members!

For more information on becoming a member please visit our website at [www.masfsa.org](http://www.masfsa.org) for an application.

Or please contact Pat Gammalo [pgammalo@securitycreditsystems.com](mailto:pgammalo@securitycreditsystems.com)

## 2007 3rd Annual MASFSA Conference

This year's conference was the most successful conference yet.

The Amway Grand proved to be a wonderful location for our 3r Annual Conference with a touch of class and elegance. Wow the food was great!!! We had an outstanding program featuring our key not speaker, Dr. Mark Taylor. Dr. Taylor gave us a great insight on how people of Generation Next different from previous generations of college students. I think we all now have a better understanding the differences well enough to respond effectively to bring about meaningful learning and development outcomes.

Our three track conference gave each school an opportunity to experience either training in customer service, student accounts or Perkins loan collections.

Not only did we learn a lot, we had a great time. Our Monday night reception on the Grand Lady was the talk of the conference. You not only got a chance to relax and enjoy the beautiful scenery, it was great time to network with your peers.

Thanks to all of sponsors and vendors for making this a great event.

See everyone next year in Mt. Pleasant!



Michelle and Carolyn @ registration table



Reception on the Grand Lady



Reception on the Grand Lady



Opening conference session

## Special thanks to our 2007 MASFSA Vendor Sponsors

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