



JUNE 2004  
VOLUME 4, ISSUE 2

# CCCSEFAAA news

A PUBLICATION OF THE CALIFORNIA COMMUNITY COLLEGE STUDENT FINANCIAL AID ADMINISTRATORS ASSOCIATION

## PRESIDENT'S MESSAGE

I hope things are going well for you. I can't believe it is already June. They say time flies when you're having fun, but I think time flies when you're busy regardless of having fun. I do want to give you my update.

We appreciate the Redirected \$38 Million for Financial Aid Outreach and Administrative Capacity (BFAP augmentation) we received for the 2003-04 budget cycle and we have been concerned about future funding. It appears that we have done very well in terms of keeping the BFAP augmentation in the Governor's proposed budget and May Revise.

I've done BFAP presentations during the Spring Flings and at the CSSO (Student Services) and CACCRAO (Registrars and Admissions) Conferences. The best part of the presentations was sharing of ideas of how others are spending the BFAP funds. I am amazed at all of the great and innovative activities we are doing with the money, and how much

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## Is There Life After Financial Aid?

*The following is an article I wrote in July, 1985 that appeared in the New York Student Financial Aid Administrators Association (NYSFAAA) and EASFAA newsletters that summer and fall. I found it while cleaning out my desk for my impending retirement this coming July 1.*

*I believe it still has currency and it fairly much describes my feeling about our profession and the people I have had the honor to have worked with for the last 35 years.*

*I have been truly blessed to have had the opportunity to work in such a great profession along side some extraordinary people.*

*Thank you for your support and friendship*

— *Joaquin Jimenez*  
*Associate Dean*  
*District Financial Services*

At the 1985 EASFAA Conference held in Boston this past May, I had the honor of moderating a panel comprised of Richard Biondi (formerly Director of Financial Aid at Iona College (presently manager of College Relations for General Foods) and James Gathard (formerly Director of Financial Aid at SUNY of Old Westbury, presently with Chase Manhattan Bank). The title of the session was "Is There Life After Financial Aid?" Both Rich and Jim gave excellent presentations outlining how and what steps one must follow in order to determine whether one could make a professional move either within or outside the field of Higher Education.

I wish to share with you my presentation directed primarily to those of us who may wish to stay within the field.

There are many frustrations we face in our daily toil, especially if we stay locked to our desks and offices. Under such circumstances, I wouldn't blame someone if they wanted to "toss in the towel". However, some of us have seen fit to view our profession as a career. I believe those of us that have found some satisfaction in what we're doing have

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## CCCSFAAA NEWSLETTER

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## CHANCELLOR'S UPDATE

# Notes From Sacramento

*It was so good to see and have a chance to chat with many of you at the CCCSFAAA Spring Training held at San Joaquin Delta College in April.*

This was the first opportunity I had to leave the office in many months since our agency travel budget continues to be almost nonexistent. I wasn't able to travel down south to the So. CA training event. I wanted the No. CA people to know that the sight of their smiling faces helped reinvigorate me.

Let's talk turkey. I know you want to know the status regarding our funding for next year. The Governor's May Revise budget still has allocated \$47.2 million for Student Financial Aid Administration. The Legislative Analyst is still recommending that \$30 million of these funds be redirected to the CA Department of Education to fund college preparedness programs. At the CASFAA "Day at the Capitol" program held in March in Sacramento, we learned from many different legislative consultants/staff, that community colleges have

a fair amount of support amongst the legislators. However, with the grave fiscal situation facing the Governor and legislature, as well as the Governor's public stance that revenue enhancement (aka tax increases) will not occur, we learned that we cannot take for granted that everything will magically work itself out and that funding will continue at its present level. Cuts to the state budget will happen. We need to do everything possible to ensure that our Student Financial Aid Administrative funds aren't amongst them. To that end, CCCSFAAA has instituted a SFAA advocacy campaign, asking the FAD (and possibly the CSSO and CEO) at each college to write letters to their local Assemblyperson and State Senator thanking them for our current year funding and informing them of the impact these funds have made on their



### 2004 CCCSFAAA Executive Board

President: Craig Yamamoto, Sierra College | Vice President: Pat Maga, Sacramento City College | President-Elect: Susan Jones, Mt. San Antonio College | Treasurer: JoAnn Bernard, MiraCosta College | Secretary: Lisa Maciel, Reedley College | Past President: John Muskavitch, Crafton Hills College

students and campuses. We hope to have had 100% of the college FADs participate. We are too close to another fruitful year to let these funds slip through our fingers.

The legislative hearings have begun and it is my opinion that our Governor will do everything within his power to see that we have a budget on time...by June 30. Consequently, the time for an effective advocacy campaign is quickly drawing to a close.

The student enrollment fee issue is still up in the air. The Governor wants that figure to be \$26 per unit. The Senate subcommittee has agreed with him while the Assembly subcommittee has the fee pegged at \$22 per unit, utilizing Equalization funds to be able to lower that cost. The Governor has continued in his desire to institute a \$50 per unit Differential Fee for students who have already received a BA degree. It is interesting to note that both the Senate and As-

sembly subcommittees have voted to oppose the imposition of this fee.

The fee issue will be the subject of much discussion as a compromise is worked out between the legislative committees and the Governor. It won't be long before we see how it all shakes out.

The additional administrative capacity funding provided by the legislature to our 108 colleges for the 2003-04 AY has enabled our FADs to hire 1,260 new employees (both permanent and temporary). We have been busily taking advantage of our partnerships to provide training for this welcomed group. Our appreciation is extended to CSAC, EdFund and USDE for working closely with our colleges all through the year to provide the necessary training. However, another training opportunity is upon us. USA Funds is working closely with the community colleges to provide Basic financial aid training throughout the

state from July through October. A plan to offer Intermediate financial aid training is also currently being developed. If you have staff that could use this training, contact your Regional Representative to determine the dates and locations currently scheduled...or, you can also contact me.

You have undoubtedly heard by now that one of our best student advocates has left the Chancellor's Office. Mary Gill, Interim Vice Chancellor for Governmental Affairs, and formerly within the Chancellor's Office Student Financial Assistance Programs Coordinator and Dean of Student Services, has retired effective May 31. We wish her well and know that she will be sorely missed for her tireless advocacy and concern for our students and our financial aid programs and staff. Financial aid issues will forever stay in her blood and rumor has it that she may be available

as a consultant to help our FAOs.

Last issue, I introduced Charles Mawson as a new staff person to the Student Financial Assistance Programs Unit in the Chancellor's Office. I am happy to report that we have gained another new employee, Cynthia McFarland. Both Charles and Cynthia are long-time CO employees who have been redirected to new duties within our SFAP Unit. Cynthia was working with the Americorps Program prior to joining us. Both Cynthia and Charles will be attending the Basic financial aid training offered in Region 2. If you or your staff attends, please introduce yourself and welcome them into the financial aid family.

And how was your week? \*

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*by Richard Quintana  
Specialist, Student Financial  
Aid Assistance Programs  
Chancellor's Office*

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## IS THERE LIFE AFTER FINANCIAL AID?

*continued from p. 1*

done so because we've seen some of the frustrations (not of them, mind you) as challenges—challenges that may tax our minds but strengthen our convictions.

Those of us that have become active in State, Regional and National organizations, while feeling its pressures, have also felt its rewards. Through involvement in these organizations we can make an effort to have an impact on the rules and regulations we are forced to follow, sometimes against our wills. Our activities have also led to the development of support networks, showing us that we are not alone in trying to solve the unending challenges we continuously face. Through our many contacts we can see that we don't need to reinvent the wheel. We have found that that we can seek comfort and receive assistance from our brethren.

You've heard from Rich and Jim that within our

profession we can acquire skills that can be transferable and refined to face other worlds. However, by fine tuning these skills we can professionally become stronger advocates within our own institutions. We also need not, or should not, be actively participating only within the financial aid profession. Many faculty and cabinet level administrators perceive us as technocrats, unable to participate in the loftier levels of the abstract. Unfortunately, the nature of the job only enhances that image. Therefore, it is extremely important

that we make a strong effort on our own campuses to participate in college committees that serve a wider range of institutional activities such as college governance and student conduct. Our marketable skills can only thrive and grow by our involvement with such committees and organizations.

More importantly, our self-esteem will be enhanced, thereby, developing a greater satisfaction in the work we are performing.

In the final analysis, my greatest satisfaction has been getting to know, both socially and professionally, some of the most caring,

sensitive, hard-working and crazy people with whom one could have the honor of being associated; while, at the same time, knowing that we are fulfilling our primary mission of assisting students in attaining their own personal and career goals. Rich Biondi was quoted in the April 24, 1985 issue of the Chronicle of Higher Education as saying that "the work setting will be much more anxiety ridden. Learning to deal with stress should become part of the educational process". It's difficult to think of a more appropriate profession than ours in which to receive such an education. \*



## NINCOMP00P

A student came into the FAO upset because she did not get a financial aid check. Upon review of her file, she was informed she did not submit required documents to complete her file. Student stated she was never noti-

fied of required docs to be submitted. Student was told she was notified in writing by mail of the requirement in which she stated "Well, nobody told me." Again student was advised notification was sent via mail. To which the student replied,

"You don't really expect me to read everything you send me, do you?"

This is typical for some students but it still floors the techs when it really comes out of their mouths.

Active members may vote by e-mailing John Muskavitch at [jmuskavitch@crafton.sbccd.ca.us](mailto:jmuskavitch@crafton.sbccd.ca.us).  
One vote per member — please include the number of story you wish to vote for.

## State Issues Update

The CCCSFAAA State Issues Committee held their first meeting via conference call on January 9, 2004. The committee members are: Andi Schreiber from Las Positas College, Brad Hardison from Santa Barbara City College, Craig Yamamoto from Sierra College, Heidi Granger from Santa Monica College, Jill Schruz from Napa Valley College, Joaquin Jimenez from State Center Community College District, Mary Gill from the Chancellor's Office, Maureen Martinez from San Bernardino Valley College, Melissa Moser from Orange Coast College, Pat Maga from Sacramento City College, Rhonda Mohr from ED-FUND, Sherri Hancock from Skyline College, Steve Caldwell from CSAC and Susan Jones from Mt. San Antonio College.

The committee reviewed the Governor's proposed budget for 2004-2005. The following issues were discussed:

- The differential fee (for students with BA or higher degree).

Mary Gill reported that approximately 10% of community college students have a BA or higher degree, of which 4% receive a BOG Waiver. There was also discussion on proposals to eliminate this fee, for example completion of

educational plan, low-income students, etc.

- Fee increase from \$18.00 to \$26.00 per unit.

Statewide the average full time enrollment is 13 units. If the enrollment fee is increased to \$26.00 per unit with a full time enrollment of 13 units, tuition sensitivity will not be an issue.

- The \$38,000,000 augmentation remained solid in the Governor's proposal.

However, it's not over yet. Community colleges should be proactive and report data to the Chancellor's Office (eg: number of FAFSA's from previous years to show increase, stories, high-

*Continued on p. 10*

### *Congratulations Retirees!*

**On May 28<sup>th</sup>, Regions 7 and 8 held their regional meeting at Mt. San Antonio College and celebrated the retirement of Wendy Baker and Leann Roque.**

Wendy started her journey in financial aid at Cal State Fullerton and was there for 12 years. She then moved onto Saddleback College and has worked there for 21 years. She has dedicated 33 years to financial aid!

Throughout her career in Financial Aid, Wendy has been honored with the several awards from CASFAA, WASFAA, and CCCSFAAA. In addition, Wendy served as CCCSFAAA President during 1988-89.

Wendy will now have plenty of time to spend with her new-

born granddaughter, Addalee Wyoah!

Leann started her career in financial aid at Los Angeles Harbor College in 1978. She also worked at East Los Angeles College when the LACCD centralized financial aid on that campus. She transferred to Los Angeles Trade Technical College in



1991. She served as a Regional Representative for CCCSFAAA for several years.

Leann will also now have plenty of time to spend with her 2 grown children, David and Debbie (both are successful and happy). Leann has some parting words for her colleagues: Be proud of what you do. You make a difference.

**Thank you, Leann & Wendy.  
We will miss you!**



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## REGIONAL UPDATE

### Region V

With all of the new staff we have been fortunate enough to hire, Region V is trying to bring everybody up to speed as quickly as possible. We appreciate the training opportunities offered by all of our associates. Some of the workshops to which we already have or will send staff are:

- EdFUND Beginning Aid Administrator training this past spring at the Clovis Center, part of Reedley College. We had a great time and learned a great deal. As usual, EdFUND's handouts were excellent and will be a good resource in the future.
- CASFAA Mini-Conference June 25 at University of Phoenix in Rancho Cordova. This looks to be a good day, with a variety of breakout sessions.
- CCCSFAAA and Dept of ED training July 12-16 at Mt. San Antonio College. A whole week of training! This is a wonderful

opportunity to really cover subjects in depth.

- Beginning Aid Administrator training August 5 hosted by Myra Rush at Modesto Jr. College. The training is provided by USA Funds. This should prove to be a good follow-up training for those who attended the EdFUND Beginning Aid Administrator training. There is just no way anyone could memorize everything covered the first time!

Again, I want to thank everyone for being so willing to help us in getting our staff trained.

Like all community colleges in the state, we in Region V have used our BFAP funds to dramatically increase our outreach efforts and are waiting to see the results. We are also working toward coordinating our efforts so we can increase our effectiveness. We are expecting positive outcomes this year.

by *Candy Cannon*  
Financial Aid Manager  
Reedley College North Center

### Region VII

We can all breathe a sigh of relief with the Governor's May Revise and his projected budget looks promising for our college segment, but as we all know, the budget is "not a done deal," until the Governor signs the final budget. Our CCCSFAAA President, Craig Yamamoto, has requested that we remain vigilant in our efforts to make our voices heard to keep fees low so that college continues to be possible and affordable for our students and to retain the funding we received for this current year.

By now most of us are finishing up with our 2003-2004 last minute filers and are busy reviewing and awarding students for the 2004-2005 academic year, but fees for the new academic year are still up in the air. If fees increase to the proposed \$26 per unit, Pell Tuition Sensitivity will be eliminated and this is a good thing, but as we

all know, not all students qualify for Pell Grants. The impact of an increase in fees for non-Pell Grant recipients remains of great concern. The \$50 baccalaureate differential fee appears to have lost support, but until the budget is final, we will not know for sure if this was successfully eliminated.

For this month's contribution to the newsletter I felt the need to digress from writing solely about financial aid, just for this one issue. The reason for this is because of last month's Memorial Day observances that were held throughout our country and abroad. The observances were all the more poignant because of the ongoing military engagements in Afghanistan and Iraq and the dedication of the World War II Veterans Memorial.

As a granddaughter of a World War I Veteran and the daughter of a World War II Veteran, Memorial Day has become a time for me to reflect on the sacri-



fices of all our soldiers and their families—what they endured in the past and now in the present—those who have been injured, and those who have “paid the ultimate price.” We must never forget all of our Veterans who served and continue to serve our country in order to preserve our way of life, our liberties and the freedoms we enjoy today; we all owe them a debt of gratitude, one that can never be repaid. For without their service, determination and dedication, the world would have been a far different place from the one we know today and the world we will know in the future.

by Barbara Ralston

## Region IX

There have been a lot of changes at Mt. San Jacinto College! New staff includes: Janyt Camper, Outreach Coordinator; Rosetta Jimenez, Student Employment Coordinator;

Shartelle Fears, Financial Aid Counselor; and Pamela Stewart, Financial Aid Counselor.

With the addition of the new staff and the Financial Aid Counselors at Mt. San Jacinto, they have been able to do many new workshops. They are implementing a required Financial Aid Orientation for new applicants and special workshops for students with SAP problems and are getting rave reviews from the students. Reports Mary Ellen Muehring, Financial Aid Director, “It is a joy to be able to finally provide services to students that make such a big difference.”

In addition to outreach presentations, the new Financial Aid Outreach Coordinator at Mt. San Jacinto works half of her time in their new “Eagle Access Centers” on both campuses which are computer centers where students can drop in to apply for financial aid, admis-



## CCCSFAAA Conference 2004

“Making a Difference” is the theme for this year’s CCCSFAAA Annual Conference. The conference will begin at 1:00 p.m. on Friday, December 3, 2004 and conclude at 11:30 a.m. on Sunday, December 5, 2004. It will be held at the beautiful Anaheim Marriott Hotel. The cost of this year’s conference is only \$150 and includes CCCSFAAA membership for 2005. The rooms at the Marriott are only \$129 per night for single or double occupancy.

Training is not an option in financial aid — it is a necessity. Bring your whole staff to this excellent training event. There will be sessions for beginners as well as experienced professionals. The conference committee is working diligently to ensure that your training needs are met.

sion, scholarship research or scholarship essays with trained mentors on hand to assist them. This also has been a big success and very appreciated by the students.

For the first time in the history of the college they were able to get award letters out by the beginning of May. What a difference a few additional staff makes!

Sharon Groom has been promoted to Associate Director of Financial Aid at Victor Valley College.

Candace Wilkins has been promoted to Financial Aid Specialist I at San Bernardino Valley College.

Our condolences go out to John Muskavitch, Financial Aid Director at Crafton Hills College and CCCSFAAA Past President, on the recent passing of his mother. \*

## De Anza College's FAFSAssistant

*This innovative, online multimedia guide was created with BFAP funds to help students fill out the Free Application for Federal Student Aid (FAFSA).*

Through the use of movies, graphics, animation and special informational tips, the guide walks students through the application with humor and insight.

The multi-faceted project was a collaboration of three De Anza departments: Financial Aid and Scholarships, Marketing/

Communications, and the Broadcast Media Center. The original idea for the FAFSAssistant came from Terri O'Connor, director of Marketing, and Cindy Castillo, director of Financial Aid. The script for the production was written by Lois Jenkins of Marketing, after extensive

interviews with Financial Aid counselors to understand the challenges students face when filling out the FAFSA. The design of the Web site is the creation of Greg Shaw of the Broadcast Media Center. Shaw and Greg Bartschenfeld, production coordinator of the Media Center, orchestrated the actors and filmed the movie spots for the project, starring Financial Aid counselor Kevin Harral as the Personal Digital Assistant. Once all of the many pieces were created and edited, Carleen Bruins,



Web content coordinator from Marketing, put them all together into what you'll find at [www.deanza.edu/financialaid/fafsa](http://www.deanza.edu/financialaid/fafsa). From concept to polished product, the FAFSAssistant took about five months to complete.

For more information about the FAFSAssistant, contact Castillo at 408-864-8403 or [castillocindy@deanza.edu](mailto:castillocindy@deanza.edu). \*

### STATE ISSUES UPDATE

*continued from p. 6*

lights, ideas, and best practices on spending plans).

- No changes in Cal Grant award amounts for community colleges.

There was discussion over the reduction for private and independent colleges and the concern over the impact it would have to our transfer

students. As for the proposed award and income levels, it was noted that CSAC will use those amounts for their initial award process.

- No further cuts to the Chancellor's Office.

The State Issues Committees also discussed the Health Fee exemption and the impact it is having on

Health Services due to an increase in BOG Waivers.

The proposed meeting dates for the CCCSFAAA State Issues Committee for 2004 are:

- Monday, February 23<sup>rd</sup> (To discuss Legislative issues for the "Day at the Capital")
- Monday, March 15<sup>th</sup>
- Monday, April 5<sup>th</sup>

- Monday, May 3<sup>rd</sup>
- Monday, June 7<sup>th</sup>
- Monday, August 2<sup>nd</sup>
- Monday, September 13<sup>th</sup> (Sept. 6<sup>th</sup> is a Holiday)
- Monday, October 4<sup>th</sup>
- Monday, November 1<sup>st</sup> \*

*by Susan Jones  
2004 CCCSFAAA President-Elect*

## PRESIDENT'S MESSAGE

*continued from p. 1*

we have enhanced our services to students. Many of us have partnered with other departments to enhance our services to meet the goals of outreach and administrative capacity.

Of great concern is the reduced staffing levels at the Chancellor's Office, and their ability to help advocate for us. As a result, I have urged you to help with the CCCSFAAA Advocacy Campaign by writing letters to the Legislature to help them understand why we need the funds, what we are doing with the funds, and how they have benefited our students and families. We have heard from the Legislature that they need and welcome our feedback. We are the ones that know first hand our world in financial aid, so we are the experts who should be working with our elected leaders to fight to keep these funds coming. I thank all of you who took the time and effort to respond. I feel this is one of the most important tools we have to help us advocate for funding since we live in a democratic society and each of us has a voice. I implore you not to think that you are insignificant, or that this is a waste of time, or to assume that others will do the letters. Nothing would get done if we all had this attitude. Someone has to do the work, and that someone is you.

Related to the staffing levels at the Chancellor's Office, Susan

Jones and the State Issues Committee have asked you to go to the Chancellor's Office website ([www.cccco.edu](http://www.cccco.edu)) under the Agency Review link to comment on the strengths and weaknesses of the Chancellor's Office, issues in student services, and anything else you want to comment on. One important issue is the need to fill the Financial Aid Coordinator position with a person who has more than a warm body—someone knowledgeable about financial aid.

I have been invited by Despina Costopoulos, who coordinates the Cash for College effort at CSAC, to be involved with the Attorney General's Office regarding the deceptive business practices of some educational consulting companies (students and families paying for FAFSA and other free financial aid information). If you are aware of these companies, it would be great to get as much information on them. I hope to have more information to give you as to how to coordinate getting this information to the Attorney General's office for follow-up in the near future.

Beth Asmus, our Webmaster, is working on a proposal to outsource some of the complex and highly technical duties of the website, and will be presenting the proposal at the upcoming Board meeting. Beth has done an outstanding job taking incremental steps in improving the website, and now has reached the stage where it is becoming a full time

job. The plan is to use a company that will support the website similar to other associations such as CASFAA, WASFAA and NASFAA, and to further enhance the capabilities of the website.

Regretfully, I am saddened to report that Mary Gill has retired from the Chancellor's Office. Mary has been one of the most outstanding advocates in our profession, and we all have benefited from her tremendous efforts. While Mary may be retired, we know that she has the passion left to do other things so I sense we have not seen the last of Mary yet.

I don't want to end on a sad note, so I do want to let you know that we have a great Executive Board and Regional Representatives this year and are doing some wonderful work for the Association. Now is the time to think about volunteering to run for office and help with CCCSFAAA. I have met wonderful and dedicated people in this profession, and I encourage you to become active in CCCSFAAA to help make this one of the premier associations. \*

*by Craig Yamamoto  
2004 CCCSFAAA President*

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## Transitions

### Chabot College

Chabot College FAO hired three fabulous new staff effective January 5th, 2004. We are so incredibly pleased with them; they are a very welcome addition to our office team!

- Yetunde Osikomaiya, Student Services Specialist I
- Vicky Tran, Student Services Specialist I
- Sisley Wong, Student Services Specialist II

### College of Sequoias

- J. Ronald Hays, Dean of Student Services at College of Sequoias and former Director of Financial Aid at both COS and Reedley College will be retiring in June, 2004 after 35 years of service in the California Community Colleges System.

### Santa Rosa Junior College

- Margaret Reynolds-Gipson was offered and accepted a

promotion from Financial Aid Program Specialist to Financial Aid Outreach Coordinator. Her new promotion goes into effect on June 1, 2004.

- Candice Richardson has been hired as of May 5, 2004 as a Financial Aid Tech I.
- Gregory Granderson has been hired as of February 2, 2004 as a Financial Aid Tech I.

We are very pleased with the new hires and look forward to a long work relationship with them.

### Victor Valley College

New Staff:

- Pearl Bandringa, Financial Aid Accounting Technician II
- Delia Snead, Financial Aid Specialist
- Martha Mendez, Financial Aid Office Worker
- Sylvia Avila, Financial Aid Office Worker \*