



OCTOBER 2004
VOLUME 4, ISSUE 3

CCCCSFAAA *news*

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

PRESIDENT'S MESSAGE

I can't believe it is September and the Fall semester has already begun. At Sierra College, we have seen record numbers of students applying for and receiving BOG Fee Waivers and Pell grants. I am grateful for the BFAP augmentation for giving us the ability to spend funds to increase our outreach and administrative capacity. We have implemented our highly successful Student Ambassador program which is partly responsible for these increases. I'm sure you are also working hard to utilize the BFAP augmentation and seeing similar increases.

Susan Jones and I have been working with the CCC Statewide Financial Aid Media Campaign along with the Chancellors Office and Paige Marlett Dorr, Project Leader. Paige and her team have participated at the CCCSFAAA Board Meetings and presented their ideas and the Board has provided great feedback. Your feedback is also important to

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Spring Conferences 2004

I know this is a bit late in the year but I have to give a brief update on the success of this past spring conferences in Cerritos and Stockton. Due to all the volunteer assistance from both campuses and the Spring Conference committee, I would like to thank all for such a successful event.

Our opening speaker from USA funds Nate Smith was outstanding. I am still hearing complements about his presentation. There were many first time attendees and they all enjoyed the information received from the one day conference. I hope this sets the ground for our annual up coming conference in Anaheim this December. CCCSFAAA always tries its best to provide informative and up to the minute information on the latest topics. We work hard and play hard. However, none of this can be done without YOUR help and volunteering. Together, we all make a difference . . . every little contribution helps. Just

to mention some of the dedicated volunteers that made the one day conference a success, I would like to thank just some of the key people:

Program	Maureen Martinez San Bernardino Valley
Registration	Lisa Maciel Fresno City College Sandy Clark Victor Valley College
South Site	Kim Westby Cerritos College
North Site	Ena Hull San Joaquin Delta College
Web info	Beth Asmus College of the Canyons

I also need to thank all the presenters, vendors and sponsors, caterers and the behind the scenes folks without their contribution none of this would be possible.

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CCCSFAAA NEWSLETTER

This publication is an official publication of California Community Colleges Student Financial Aid Administrators Association (CCCSFAAA). Its contents are the sole property of CCCSFAAA and is mailed to all current members.

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CCCSFAAA Web Page: www.cccsfaaa.org



Hi, everyone! It is good to hear your enthusiastic voices as we chat on the telephone. Congratulations to you and your staff for successfully surviving through another year of "opening of school" processes and activities!

We have had an old friend return and welcomed into our waiting arms. . . Sarah Tyson has returned to the Chancellor's Office as Dean of Student Services. Before assuming her last position with CSAC as Chief of Policy and Research Division, she was hired as the Chancellor's Office Student Financial Assistance Programs Coordinator in April 1998 and after a few months was promoted to Dean of Student Services. After a few months working here in the Chancellor's Office she assumed her CSAC position above in January 1999. Welcome back Sarah!

The 2004-05 Financial Aid Outreach and Capacity funding allocations have been disseminated via the cfaoall listserv. If you haven't received your campus allocation please contact me or a colleague to get the document. The legislature and Governor continued to

provide to our colleges the level of funding required to help make a difference to our student population. We were allocated a total of \$47.3 million to our segment with \$2.8 million of that total earmarked for the state-wide financial aid media campaign. The only thing I wish to stress is that we are expected to spend these funds in the manner in which they were intended. We have heard from legislative staff that accountability and effective spending is what they are most concerned in seeing. That, and a significant increase in our financial aid award statistics. They are hopeful that this appropriation will help overcome the obstacle to enrollment that the large fee increase may have caused. I am confident we will be able to meet these expectations with your and your financial aid staff's help.

My appreciation to all of you in meeting the requirement of submitting



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

the GPA data and the enrollment file data to CSAC for the Sept. 2 Cal Grant award cycle. Cal Grant awards cannot be made without the 100% cooperation of our 109 colleges.

We are busy preparing for our New Financial Aid Directors Training to be held in Sacramento on Sept. 21 and 22. We have over 20 people registered for this event. They include some of our newest colleagues who have recently joined our segment, as well as our current friends who have accepted new responsibilities within their FAOs.

This year, in recognition of the large number of employees who have been hired by our colleges to provide increased financial aid services, USA Funds has agreed to provide Basic Financial Aid Training to those new to our profession specifically from our segment. USA Funds offered to schedule a workshop in each of our 10 regions throughout California. At the time this article is being written, the remaining workshops will

be held at: Region 1, Shasta College on 9/21; Region 3, College of Alameda on 9/24; Region 6, Cuesta College on 10/1; and Region 10, San Diego Mesa College on 10/8. If you have new staff who could use this training, please consider sending them. No fees are being charged for this training opportunity. In addition, USA Funds is providing lunch at no cost to the attendees also. Registration is required so that USA Funds can prepare a sufficient quantity of financial aid booklets and order an adequate number of lunches. Each Financial Aid Director in each of the regions listed above has the link to the on-line registration process sent by me via email . . . or, you can contact me for the information at rquitan@cccoco.edu or (916) 324-0925. Let's take advantage of this opportunity.

I have heard from many Financial Aid Directors who have requested some Intermediate Financial Aid training also. After discussing this with USA

Funds staff, they have agreed to provide such training geared to staff at our segment. Plans are currently being developed to provide Intermediate training with 2 workshops in No. CA; 1 in Central CA; 2 in the Los Angeles area; and 1 in San Diego. These workshops will be held in hotels at the most convenient sites we can find. Look for an announcement of the training dates soon. It is hoped that we can be able to offer this training this fall.

Unfortunately, I have heard from a few Financial Aid Directors who are not receiving email from me via the cfaoall listserve.

Evidently their campus system dropped them off the list. It is imperative that all FADs be "pointers" to this listserve. If you haven't received info from me for quite a while, you may want to check with your IT Dept. to see if you are still a "pointer." If you received the R2T4 spreadsheet and the BFAP Allocations info from me, everything is OK. If not, contact your IT Dept.

And how was your week? *

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



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State Issues Update

By now you have all received your 2004-05 BFAP administrative allowance allocations. We appreciate all of you that participated by writing advocacy letters to your legislators to assure that these monies remained intact. However, it is extremely important

that we all continue these efforts. One legislator has already requested names of colleges that they might visit to see how the monies were spent.

I, for one, cannot imagine how our campus could continue serving the increased applications with-

out the additional staff made possible through this funding. I encourage all of you to invite your local legislators to your campuses and tell or show them the benefits of these monies. I also recommend that you contact your local legislators and offer

to present financial aid workshops on their behalf. I cannot stress enough the importance of these advocacy efforts. Let's be proactive rather than reactive. *

*by Susan Jones
2004 CCCSFAAA President-Elect*

PRESIDENT'S MESSAGE

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the success of the campaign.

I have worked with Tish McNamara, Project Manager for CCC Apply on the On-line BOG Fee Waiver, and we have asked you to volunteer to serve on the workgroup. Thanks to those of you who have volunteered to serve on the workgroup to further enhance this feature.

I am pleased to report the Board has approved the proposal presented by Beth Asmus, our webmaster, to move our website to a professional company. ATAC currently provides web services to other financial aid organizations such as CASFAA and WASFAA. Beth has graciously been growing the website features, but

it has evolved to the point where it is becoming increasingly difficult to maintain and enhance. I want to thank Beth on behalf of the Board and the membership by doing a great job over the years with this highly technical and demanding task.

As a member of the CASFAA Site Selection Committee and my role as President, I have signed the contract for the 2007 Conference to be held at the beautiful San Francisco Marriott, the site of our 2001 Conference. I will be attending the CASFAA Site Selection meeting on September 11 to review the Marriott meeting space, and also discuss and review the responses from the

Requests for Information (RFI) from meeting planners.

Susan Jones, Richard Quintana and I are working on the last CCCSFAAA Executive Board and Transition meeting for the new board to be held in Sacramento on October 25 to 27. I have thoroughly enjoyed working with Susan and the Executive Board, and I am confident Susan will be an excellent President. By the time you read this, we should have the results of the CCCSFAAA election. Thanks to John Muskavitch and his Nominations and Elections Committee, and to Beth Asmus for making the elections on-line, to bring

you candidates for next year. I am looking forward to my role as Past-President and working with the new Board.

Toni DuBois and Melissa Moser, your Conference Co-Chairs, and their committee have been hard at work and I am very pleased on their progress. They will ensure we have another successful Conference at the Anaheim Marriott where CCCSFAAA will be celebrating 35 years of Making a Difference. I am looking forward to seeing you there! *

*by Craig Yamamoto
2004 CCCSFAAA President*

REGIONAL UPDATE

Region VII

It's the beginning of the Fall 2004 semester and campus financial aid offices are as busy as ever. Some students are checking their status, some have just learned about financial aid opportunities, and some are trying to figure out how they will pay for their classes and to purchase books. Across the state of California, community colleges and

our supporting entities have geared up for this rush by increasing financial aid promotional outreach activities, adding staff to process the increased volume in financial aid applications, and attempting to automate processes to effectively deliver quality and timely services to our students.

We as community colleges pride ourselves on our open access policy and

attract a diverse group of students, which is something to be very proud of. Financial aid staff and our student workers also need to be commended for their efforts in communicating the message that college is possible and financial aid can assist in helping students meet their educational expenses based on meeting specific financial aid eligibility requirements.

What Financial Aid Office personnel do on a daily basis often goes unnoticed, but our profession needs to remember what an important role we play in students achieving their academic goals and more importantly achieving their dreams. Give yourself a hand for the great job you do! *

by Barbara Ralston

NEWS FROM THE CCCSFAAA SCHOLARSHIP COMMITTEE

Thank you to all that participated in the raffle ticket sales for the Spring Flings last April! Over \$1200 was raised for the scholarship fund. The two winners of VISA gift cards were Robert Johnson and Annette Ruiz-Esparaza. Congratulations to both winners!

The week of September 13, applications for the annual CCCSFAAA student scholarships were mailed via snail mail to all Financial Aid Directors, and via e.mail to the CFAO-all distribution list. Please circulate

these applications to students in need of assistance at your colleges. Ten scholarships of \$500 each are awarded each year, one from each CCCSFAAA region. If you'd like to see a recipient from your school, then get the word out to your students! The application deadline is October 21 at 5 pm. Postmarks will be honored, and the completed applications should be returned to Kris Shear, SRJC, 1501 Mendocino Avenue, Santa Rosa, CA 95401.

In November, watch for the next set of raffle tickets to arrive! It's just about time for the second raffle of

the year. Tickets will be sold right up until the annual conference in Anaheim. Winners will be drawn at the conference by our outgoing 2004 CCCSFAAA President Craig Yamamoto and by our new 2005 CCCSFAAA President Susan Jones. Thank you all again for your ongoing support of CCCSFAAA's scholarship program that assists students in need attending California Community Colleges. *

*by Kris Shear
CCCSFAAA Scholarship
Committee Chair*

SPRING CONFERENCES

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Congratulations to the winners of the scholarship raffles Robert Johnson in the south and Annette Ruiz-Esparaza in the north and to all the winners from the vendors at the conference. We had more vendors sponsor this event than ever before. CCCSFAAA thanks all the vendors and sponsors that made this a historical event. Thank you! *

*by John Muskavitch
Past-President*

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New Computer Workstations for Students at Mt. San Antonio College

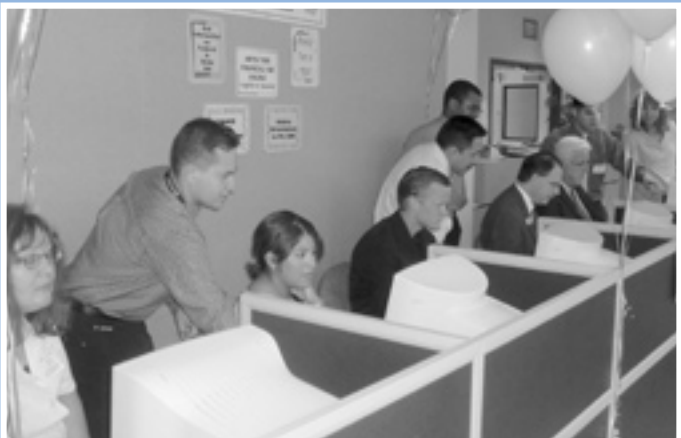
On Wednesday, July 29, 2004 the Financial Aid Office of Mt. San Antonio College proudly held a ribbon cutting ceremony for new computer workstations. Five workstations were assembled (one is wheelchair accessible) for students to fill out their FAFSA's, apply for their PIN, search for Scholarships, access information regarding federal and state aid programs, and access the Financial Aid Office's homepage and download forms. These workstations are one of the many improvements made possible because of the Financial Aid outreach and administrative capacity monies approved by the state legislature.

Mt. SAC's President, Dr. Christopher C. O'Hearn and the Vice President of Student Services, Dr. Audrey Yamagata-Noji, along with staff members of the State Assembly and Senate were present for the ceremony. I encourage you to invite your State Legislators to your campuses and show them what you have been able to do with your Financial Aid outreach and administrative capacity monies. Make them aware of the many ways this money is helping us better serve our students.*

by *Susan Jones*
Director of Financial Aid
Mt. San Antonio College



Greling Jackson, Associated Students President and George David, Associated Students Vice President.



Seated at the workstations are (from left to right) Ann Knickerbocker, Field Representative for the office of Assemblymember Gloria Negrete McLeod, Nora Gutierrez, Field Representative for the office of Assemblymember Ed Chavez, Josh Martin, Field Representative for the office of Senator Nell Soto, Jim Starkey, Field Representative for the office of Senator Bob Margett, and Dr. Christopher C. O'Hearn, President of Mt. San Antonio College.



Susan Jones addresses students, guests and Mt. San Antonio College staff.



NINCOMPŌP

❶ One of our students pushed and pushed every financial aid staff in the department to their limit. He started with the student workers, rampaged through the advisors, and decimated the new assistant director. He worked everyone into a frenzy, using the “I’ll ask the same questions until I get the answer I want” approach for his financial aid. A concept that nearly every veteran, and even most newbie, financial aid staffer is all too familiar with. And despises.

This gentleman, we shall call him “Ed Smith”, attended five prior colleges according to NSLDS. . .had completed a total of 153 units to date. . .had received 8 years of Pell Grants and 10 student loans. . .was in default on one of his student loans, was selected for verification because he was independent with a -0- income, and more. All told, he had five REALLY major obstacles preventing him from being eligible for any kind of financial aid, except a BOGW waiver.

Ed was brash and belligerent. The staff played twenty questions with Ed every time he walked into the office. You’d ask him a question in an effort to assist him with his financial aid application and eligibility- and Ed would play you for 10 minutes. After

awhile, everyone ran for cover when they saw Ed coming. You just might recognize the type of student I’m describing. According to Ed — the staff in the Financial Aid Office were liars, mean and didn’t want HIM to get any financial aid. He claimed that he was selected for verification because of the color of his skin. Then he claimed it was because of his age. He even told the financial aid director three times to stop talking to him in “honky language” during their meeting. You get the picture.

Well, Ed managed to put each obstacle behind him one by one. He miraculously cleared his defaulted loan. He squeaked through the verification process with his zero income by providing a written statement saying that his income was from “pimping” and “begging”, whatever we wanted him to say, finally claiming to get approximately \$600 per month of in-kind support. ISIR corrections were processed all of Spring semester. Ed interrupted and erupted — demanding that we tell him the answers when we asked the questions. “You want me to lie? Tell me where I need to lie on this form and I’ll do it!”. He told other African American students not to attend here because we were a racist college. He would repeatedly

wink and say “We know what is really going on, don’t we?”. He claimed that we were “messaging with him” and making up extra forms required from him every time he submitted one.

Then finally, the last week of the spring semester, Ed cleared the last hurdle — his petition to extend financial aid eligibility. Ed checked ALL the options on his petition, not just one: A — change of academic major, B — change of educational objective, and C — multiple educational objectives. Ed’s Student Educational Plan and petition was reviewed. . .and his written statement explaining why he felt he had extenuating circumstances and why the college should approve his request for extension of his financial aid eligibility. Here’s what Ed stated on his petition: Background — “AA degree in Accounting, Attended CSU, Northridge for degree; Did not complete for want of new challenge; Did not find satisfaction in major.” Objective — “The reinvention of Ed Boston Smith”. Signed Ed Boston Smith, on this day 04-21-2004.

❷ At a Student Information Day, which is an all-day event the third week of the fall term, and all Student Services and support departments have booths out to share information on service and support available, a student came to the Financial Services table inquiring about the Swamp Loan. Our outreach coordinator was a little confused, thinking Teri loan? Plus loan? She explained that there was not a Swamp loan, could the student explain what they thought it was please? Then the student said, a Marsh loan maybe — it pays your enrollment fees for you. “Oh, you must mean the BOG fee waiver?” said the coordinator, trying to keep a straight face.

Needless to say, the student qualified for a BOG fee waiver, and left with a greater understanding of what “BOG” means in community colleges. They are, after all, our governing board!

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Announcements

Allan Hancock College, has hired Nohemy Estrada, as a Financial Aid Specialist (Bilingual). This is a newly created full time position beginning Sept. 1, 2004.

Academic Management Services Corp. (AMS) Names Pia Labos Vice President, Western Region

Academic Management Services Corp. (AMS), a leading FFELP lender and tuition payment plan provider, is pleased to announce that Pia Labos has been named vice president for the western region.

"We anticipate that under Pia's leadership, AMS will experience tremendous growth in California and the rest of the western region," said Judith L. Grassi, president of AMS.

New Employees at American River College:

- Sylvia Dilgard, Financial Aid Officer
- Sharon Gilchrist, Financial Aid Officer

After 8 years, I've finally finished my first novel. It was recently published. The title is *Travieso* which means mischievous. The novel is a coming of age story of a 12 year old Latino boy. The humorous novel takes place in Hawaiian Gardens and Selma, California where the family picks grapes. Anyone who is interested in the novel can contact me at: pcrodriguez@charter.net

— Phil Rodriguez (Cerritos College)