President’s Letter
From Kate Peterson, President

WASFAA members have been busy providing professional development and training opportunities over the winter months. The Oregon Association of Student Financial Aid Administrators held its annual conference at the Salishan Lodge along the beautiful Oregon coast in early February. The evaluations confirm this was an outstanding conference, with Tom Mortenson, editor and publisher of “Postsecondary Education OPPORTUNITY,” as a special presenter. The WASFAA Training Committee has established eight spring training dates with financial aid office customer service as the focus. Information is available on the web at www.wasfaa.org. The cost for this training is very reasonable, so register now before all the spaces are taken!

Busy, busy, busy….the Executive Council held its winter meeting in Portland on February 10 & 11th. Meeting minutes will be posted on the website for all to review. Take a break from packaging and verification to peruse the progress of the Executive Council. Your colleagues are making great strides toward their goals.

Representatives of the WASFAA region recently spent time in Washington, DC at the NASFAA Leadership Conference March 7-9th preparing for their upcoming roles as leaders of our state and regional associations.

President-Elect Jim White held a transition meeting in Seattle on April 1st and 2nd. At the transition meeting, the current Executive Council shared information on the workings of the association, reviewed the bylaws, policies and procedures, roles and responsibilities for each council member in order to ensure continuity of governance.

The finishing touches for the annual conference May 16-18th in Scottsdale, Arizona are being made. Registration is available on the WASFAA web site. The conference committee has put together an outstanding program which you won’t want to miss.

Arizona
May 16, 17 & 18, 2004

Back to the Basics
Access is for Everyone
WASFAA 2004 Scottsdale, AZ
WASFAA TIDBITS

WASFAA Minutes
By Wendy Olson, Secretary WASFAA

Ever wonder what excitement happens at the WASFAA Executive Council meetings? You can find out by reviewing the minutes that are posted on WASFAA’s website. The link is:

http://www.wasfaa.org/docs/committees/ExecutiveCouncil/minutes_index.html

WASFAA Minutes

Addalou Davis shared an e-mail she recently received from Edson W. Sample (Retired from Indiana University). Mr. Sample provided this tidbit of WASFAA history that is both interesting and charming. I hope you enjoy it as much as I did.

Kate Bligh
Historical Archives

During the presidency of Edson Sample (1969-70) MASFAA officially presented a gavel to each of the regional associations... The gavel which Edson Sample presented at the founding meeting of the Western Association of Student Financial Aid Administrators (WASFAA) was especially noteworthy. While the gavels presented to the other associations were “store bought,” the gavel MASFAA presented to WASFAA had been made by Harold E. Watson (Reedsville, West Virginia) who was a retired banker and father of the accounts coordinator in the financial aid office at West Virginia University. Neil Bolyard, West Virginia’s aid director, described the gavel in a November 28, 1969 letter to Sample: “It is made from red maple--and the wood came from a tree in the center of our original campus at WVU. About four years ago a storm broke some branches from the tree and Bill Watson salvaged some of the wood for his Dad[sic] to make some special items from it.”

Excerpted from page 10 of MASFAA: Pioneer and Leader by Stephen A. Morris.

WASFAA Electronic Services
By Peter Miller

Have you been to www.wasfaa.org lately? Did you know you can VOLUNTEER your time and expertise to WASFAA for 2004/2005 online? Did you know you can read past issues of the WASFAA News online? Did you know WASFAA maintains an online calendar with all the regional happenings on it? Thinking about attending Summer Institute 2004? Information about it can be found online. Keep an eye out for our new Jobs Bank...coming soon!

Not just another website, wasfaa.org is YOUR online resource for the WASFAA region.

Summer Institute
By Doug Severs

There is still time to register! But don’t wait too long as registration is quickly filling.

1st Annual WASFAA Summer Institute Basic Track

The Western Association of Student Financial Aid Administrators is pleased to sponsor the Summer Institute Basic Track. The curriculum is geared toward financial aid administrators with less than four years of experience or those individuals who want a thorough review of all the basics. The faculty of the institute is made up of 10 practicing financial aid administrators from campuses or organizations throughout the west. The 2004 Summer Institute will be held June 20th. - 25th. at Seattle University, Seattle, Washington.

Costs:
(Plus WASFAA membership fee of $40 if not previously paid)

$465 – On Campus Double Occupancy
(Includes Instruction, All Materials, Housing and Meals)

$530 – On Campus Single Occupancy
(Includes Instruction, All Materials, Housing and Meals)

$330 – Commuter
(Includes Instruction, All materials and Campus Lunches, Refreshment Breaks, Barbecue & Banquet)

For more information about Seattle...
Check out the following: Maps, Photos, Helpful Hints, Links & More. Seattle University’s Web Site, Airport Information and Seattle weather information.
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By Jacquie Carroll

April 16 marked the kick-off of the WASFAA Spring Training schedule at the University of Phoenix, Reno Campus. In attendance was a nice cross section from all institutions in the Northern Nevada Region, including some newcomers to WASFAA as well as the Nevada association.

Training was conducted while participants indulged in fabulous danishes and Starbucks coffee, the latter helping to start discussions on various topics. Training topics included “Focus on Customer Service” which raised the question, “why customer service?” The final answer was this: “Today the world is oriented toward customer service, so companies and universities alike need motivated and skilled professionals that are able to consistently meet and exceed customers’ expectations.”

Topics and focus sessions included group definitions of “good customer service,” special challenges to customer service in financial aid, and identifying customers of a financial aid office in general. We discussed and ranked 15 key attributes for customer service personnel. All of these were discussed in relation to the challenges and opportunities present in financial aid including, but not limited to: document collection, managing conflict, verification, and satisfactory academic process.

The trainers presented several resources and strategies that aid in the customer services process. For instance, a positive image may be created by making and initiating immediate contact, listening to the whole story, and avoiding use of slang or jargon that customers may not yet understand. Always maintain a professional attitude by taking the time to answer all of the questions the first time around, focus on the issue (not the person), and commit to follow through. Being positive and presenting a “can do” attitude helps avoid negative situations and may bring about more happy and satisfied customers instead of difficult ones.

The workshop presented strategies for several customer types: difficult, upset, talkative, and demanding. We were urged to remember in general not to take issues personally, allow customers to vent, empathize, and take the initiative to help. All in all, it was a great workshop and really helped open the doors to recognize a paradigm shift in education.

Look for future workshops offered throughout the Western Region. One is coming up in Las Vegas shortly.
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Nowhere is our expertise more evident than in our line of Web-based software. These online solutions have revolutionized student lending on college campuses around the country by seamlessly uniting the financial aid office with students, lenders, guarantors, secondary markets, and servicing companies. From loan origination through repayment, Nelnet’s software streamlines communication between your campus and ours.

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Online student loan processing and reporting

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Central disbursement solution

**n e r c h a n g e.**
Online student account access and debt management

To learn more about Nelnet’s line of Web-based software, call 1.800.268.7256 to be directed to the Nelnet Campus Solutions representative in your region.

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Actually this should be titled “Two Years in the Life...” because I am still a year away from “my” conference, and it was about a year ago that Jim White first approached me asking me to chair or co-chair the WASFAA Annual Conference when it came to Portland, Oregon, in April 2005. I agreed for multiple reasons. First, I had pushed for WASFAA to hold the conference in Portland when I was on the board the year the decision was made, and all of my Oregon colleagues on the board were looking at me like “You do realize it will take a lot of work to do this right?” and that I was crazy. So I felt an obligation to pitch in and not have the attitude of “Yeah, hold it in my state, but I don’t want to help.” Also, I was coming off my year as President of the Oregon Association and nothing could be harder than that right? . . . Ummm maybe not, as the first inklings of panic start creeping in my mind.

Now, I am extremely lucky and fortunate to have one of the most hardworking and capable and incredibly talented financial aid persons on the planet working for me in my office, Paul Krull. As president of OASFAA, Paul agreed to be my Oregon Conference co-chair, along with my twin sister, Julia Reisinger (how’s that for nepotism?). I thought at the end of the Oregon conference Paul would have had his fill with conference stuff, but to my surprise he actually said these words, “That wasn’t so bad. I can see doing something like that again.” As anyone who has volunteered or has had to look for other volunteers (or accomplices, or draftees – whichever term you like to use), I was all over that. “How’d you like to co-chair the WASFAA Annual Conference when it comes to Portland in 2005?” And another victim was sucked in to the black hole of volunteerism. I say this and it sounds so negative, but he and I are actually very excited about the whole idea and showing off our wonderful city. We have also already figured out some major things like theme and entertainment, possible program ideas, and stuff. So we really are excited about this.

That being said, you have to understand that I am a type “A” personality and don’t do anything without major planning and preparation. Also, the 2005 conference will be in April which is peak awarding time for our office. So as I’m sitting at my desk frantically trying to get the late filers’ awards out by the May 1 decision deadline, in the back of my mind I’m thinking, “How in the world am I going to do all this at the same time the conference will be going on?” I can’t believe the feelings of panic that are rising and I’m still a year away! Better get to work drafting some more “volunteers.” More on that in our next installment of “A Year in the Life of a Conference Co-Chair” as the saga continues...
Congratulations to our WASFAA Ethnic Diversity Action Committee winners who received scholarships to attend the 2004 Conference in Scottsdale, AZ. We've included their information and a brief part of the essay that helped them be selected this year's scholarship recipients.

Roseanna Ruiz
Cal State Fullerton
PRESENT POSITION: Assistant Director
YEARS IN FINANCIAL AID: 14
ETHNICITY: Mexican-American

Thank you for this opportunity! Am I excited? Yes! Especially about the possibility of attending my first WASFAA Conference after serving 14 years in financial aid! I have no doubts that my colleagues, our staff, our students and I will benefit from the workshops I plan to attend and from the new ideas I plan to bring back and to share with them. I'm a strong believer in “learning something new from every new experience” I am seeking ways to improve the quality of service to our students, to learn how we can rejuvenate the energy level in our work environment, and to exchange ideas with other financial aid administrators who possess expertise, knowledge and skills.

Gary Segay
Diné College
PRESENT POSITION: Financial Aid Administrator
YEARS IN FINANCIAL AID: 2.5
ETHNICITY: Native American – Navajo

My expectation from this conference should not only be exciting, but very informative and beneficial because I'm always looking for ways to improve the financial aid processing. Several institutions are still processing information manually whereas others are more advanced, and my knowledge will likely influence others to become more technical as we advance in the technology age. These small steps of financial aid training will also help me become a mentor for new financial aid administrators. I feel that from my being in the financial aid office for about two years, the college community has benefited from my vast knowledge in learning and getting the job done. Being a minority and from a tribal college helps me represent Diné College in a professional manner.

Michelle Walker
San Francisco Theological Seminary
PRESENT POSITION: Financial Aid Administrator
YEARS IN FINANCIAL AID: 2
ETHNICITY: African American

My office is a one-person show! In the past 18 months I have re-written the student FA handbook, revised the application and all related materials, written a Policies and Procedures Manual, awarded 200 tuition grants, processed 127 student loans, and gone through a federal audit. It's been a trial by fire! Coming up, I will be taking our school out of Direct Loans and into FFELP. Additionally, because the school is so short-staffed, I am the database manager, the admissions administrator, and the health insurance liaison.

Armando Nuñez
San Joaquin Delta College
PRESENT POSITION: Financial Aid Outreach
YEARS IN FINANCIAL AID: 1
ETHNICITY: Hispanic

As a first generation high-school and college graduate, I know what it takes to pursue education and work with the resources you have available. Now that I have the opportunity to go out as a Financial Aid Outreach Support Specialist, I want to make sure that I can inform and provide the most accurate information to parents and students on how to achieve their goals. A few years ago, I realized that helping others is a passion in me. But in order to help others you must first help yourself, and this is when I decided to continue my education and pursue my Bachelors of Science Degree in Community Affairs. Something in me knew that with education I could not go wrong, and how could I? I had realized something that is not likely to be recognized within my culture, and less amongst the men in our culture. It did not matter how much time (years), dedication (to work and go to school, late night homework), or money (on loans) it took. While I didn't have money for food and gas, I knew it was all going to be worth it, and it is.
Who Are the Millennials?
By Tami Sato, Southern CA College of Optometry

F. Duane Quinn gave a presentation at the American Student Assistance (ASA) Conference which was based in part on the book, Millennials Go to College. The Baby Boomers were born between 1943 and 1960. The people considered Generation X were born between 1961 and 1981. The Millennials, or Generation Y, represent the 100 million people, or one-third, of the American population born between 1982 and today. They are unlike any recent youth generation because they are more numerous, more affluent, better educated, and ethnically diverse. They focus on teamwork, achievement, modesty, and good conduct. The slogan “Just Do It” becomes “Let’s Do It” as this generation participates in team sports, team learning, and is connected by cell phones and the internet.

The Millennials are poised to become the next great generation, one that will provide a more positive, group-oriented, can-do ethos. Huge in size as well as future impact, they’re making a sharp break from Gen-X trends and a direct reversal of Boomer youth behavior. Why? Because, as a nation, we’ve devoted more concern and directed more attention to them than to any other generation. The well-being of children has dominated legislation since 1982. Examples include laws on child restraints, helmets, a zero-tolerance in schools, blanket Medicaid for low income children, television “V Chips,” and video rules and ratings.

The first years have set off for college and the last have yet to be born. Over the next decade, the Millennial Generation will entirely recast the image of youth from downbeat and alienated to upbeat and engaged. The children of Boomers and of older members of Generation X are actually harder workers and better community builders.

This is all good news. Hope you see this reflected in the students that have been showing up in your financial aid offices.

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Tough Financial Times Stimulate Strong Interest In School-As-Lender Programs
By Peggy Crawford

Working in a financial aid office dealing with day-to-day events and meeting the unique needs of your graduate students can be a challenge. Making decisions is a constant state-of-being in today’s financial aid office. Choosing data management systems, guarantor or lender flow, EFT or check disbursements, hold or release, and the list goes on.

Today there is another option available that could be of benefit to both your students and your institution. Eligible educational institutions that offer graduate and professional courses of study can establish a School-As-Lender program which allows the educational institution to ensure the availability of educational funds for their students. As usual, a new option presents questions and concerns that must be addressed. The information below is intended to answer some basic questions regarding the School-As-Lender model.

In a School-As-Lender model, the educational institution performs the role of lender in much the same way that commercial banks and other financial institutions do when offering student loans. The basic concept of the School-As-Lender model is really quite simple – as the maker and holder of the loans, the educational institution is entitled to earn the interest benefits and special allowance payments that typically are earned by a commercial lending institution. The educational institution also receives a fee when the loans are sold to a secondary market.

In a School-As-Lender model, an eligible lender offers the educational institution a menu of services from which to choose. These services range from providing the capital needed to fund the student loans to loan origination, servicing, and the ultimate purchase of the loans. This cafeteria-style approach allows the institution to make flexible decisions based on the benefits available to both the school and the students.

In most respects, the procedures required on the part of the school for determining eligibility and certifying an application are the same in the School-As-Lender model as those performed by the school in the traditional student loan program.

When the educational institution can use its own funds for lending, the School-As-Lender model allows the institution to receive a return on the investment of its funds – to sell the loans made from the funds – and, in a sense, to “recycle” its initial investment in each subsequent year.

**Flexibility and Service Are Key Points To Consider**

Many commercial lenders offer a School-As-Lender model. Although the programs are designed to be “turn-key” to the educational institution, it is important that schools understand that there are significant differences between lenders.

Many lenders can provide all of the services needed, while others depend on third parties to support certain program functions. In addition, the fees paid by lenders for the purchase of these loans vary greatly. When researching the idea of becoming a lender, educational institutions are encouraged to consider all of the factors that go into this decision.

Certainly revenue is important, but this endeavor should be viewed as a partnership between the school and the lender which provides the products, administrative support, student benefits, and flexibility which will result in a successful program.

The ultimate goal of the educational institution is to earn a return on the loans made in the lending function in order to develop an additional source of funds for programs and activities which contribute to the common good of students at the institution.

In light of today’s strict budget restraints, it is not surprising that the School-As-Lender model continues to gain popularity. If you have questions about the School-As-Lender model, join us at WASFAA for an informative session where you will have the opportunity to ask your colleagues about their experiences with this model.

To learn more about how USA Funds can make your life easier, call toll-free (866) 497-USA, or visit www.usafunds.org.
Awareness of financial aid options is critically lacking in the Latino community, and that lack of awareness has a direct impact on college attendance. That is one of the key findings from a new survey conducted by the Tomás Rivera Policy Institute at the University of Southern California and commissioned by The Sallie Mae Fund.

By 2050, one in four Americans will be of Latino descent, according to U.S. Census estimates. At 13 percent of the U.S. population, Latinos now make up the largest and the fastest-growing minority group. While nearly 90 percent of survey respondents indicated that a college education is “very important” for success in today’s world, Latino enrollment in college is lagging far behind the population at large. If the current status of Latinos in higher education continues, this country could face serious socioeconomic challenges in the years ahead.

The survey findings corroborate results from a Harris Poll® commissioned by The Sallie Mae Fund in 2002, which revealed that knowledge about financial aid is a key predictor in determining the likelihood of college attendance among various ethnic groups.

The study (the largest to date on Latinos in higher education) found that there was a direct correlation between awareness of financial aid and college attendance. In fact, 75 percent of those who had not gone to college indicated that they would have been more likely to attend if they had better information on financial aid. In addition, 77 percent of those who were in college were at least familiar with some financial aid options, compared to only 50 percent of those who were not.

“College aspiration is high within the Latino community, but financial aid knowledge is the missing link,” said Harry Pachon, Ph.D., president of the Tomás Rivera Policy Institute. “The Sallie Mae Fund’s initiative is most welcome at this critical time.”

According to the study, many Latino families are not adequately planning for college prior to the end of high school. More than two thirds of Latino parents did not receive any financial aid information while their child was in K-12 and more than half (56 percent) of the young adults who were not attending college indicated that they had not received any financial aid information in K-12.

Nearly 65 percent of Latino families prefer to learn about financial aid from face-to-face interactions (for example, workshops or meetings with high school or college personnel). The survey also found that most Latino parents (51 percent) would prefer to learn about financial aid in Spanish, while most Latino young adults (62 percent) would prefer English as a communication medium.

More strikingly, 43 percent of all Latino young adults and more than half (51 percent) of Latino parents reported that they were not aware of even a single source of college financial aid.

The survey findings affirm the direction of The Sallie Mae Fund’s outreach initiatives launched in 2003. These existing initiatives have been expanded to help raise awareness of financial aid and tailor financial assistance toward educational access for Latinos.

- The Sallie Mae Fund will host 40 of its 135 “Paying for College” workshops in Spanish in the fall of 2004. In support of this nationwide tour, the Fund will launch a 20-city bus tour, targeting major Latino population centers, and will conduct various community outreach initiatives in addition to these workshops.
- The Fund will develop regional public awareness campaigns in Spanish and English to raise awareness about the availability of financial aid.
- The Fund will distribute free educational materials on financial aid, in English and in Spanish, to middle- and high-school guidance counselors and teachers across the country, as well as college financial aid officers.
- In partnership with the Hispanic College Fund, The Sallie Mae Fund has allocated $500,000 in scholarships for Latinos who are the first in their family to pursue postsecondary education.

In addition to these initiatives, The Sallie Mae Fund provides a toll-free number (1-866-858-7166) and website, www.thesalliemaefund.org, for students and parents to order free financial aid guides in English and Spanish.

For further details on the study, or to find out about The Sallie Mae Fund’s outreach initiatives, visit www.thesalliemaefund.org
Preventing Identity Theft for Your Customers
By The Legal and Product Development Departments
American Student Assistance

Someone is out searching for your Personal Information. They can steal your name, social security number, date of birth, address—even your identity. In today’s online world, it is shockingly simple for criminals to find and use your Personal Information to obtain credit cards and identification; even to establish a new life under your name and with your information.

Over 27.3 million Americans have been victims of identity theft. Studies conducted by both Gartner Research and Harris Interactive indicate that between July 2002 and July 2003, an estimated seven million people were victims of identity theft.

Student aid professionals should not only be concerned about their own information; they must be equally concerned about protecting the Personal Information of students and parents. The Gramm Leach Bliley Act (“GLB”) enacted in 1999 protects the non-public Personal Information of consumers. Pursuant to the Act, federal regulators issued privacy rules that require financial institutions to adopt “safeguards” or practices to protect the Personal Information of all customers.

Here are some steps you can take to help protect the non-public Personal Information (“Personal Information”) of your customers:

• Safeguard – Always treat Personal Information as you would want yours to be treated. Protect it against identity theft.

• Computers – Computer passwords should be changed regularly and never shared. Computer terminals should always be locked to prevent unauthorized access to Personal Information contained on the computer or within the computer system.

• Printing – Pick up printed documents from the printer quickly if they contain Personal Information.

• Access – Restrict access to files and documents containing Personal Information only to those who have a business-related reason to access the information.

• Verify – When dealing with a business partner, verify that they in fact have an existing relationship (account) with a student or borrower and need to access that consumer’s information before discussing any Personal Information with them.

• Shred & Erase – All media (paper, discs, CD-ROMS) containing Personal Information must be shredded or otherwise destroyed before disposal.

• Faxes – When sending Personal Information via fax, be sure to include a confidentiality notice on the cover sheet and notify the recipient that the fax is coming. Check the receiver’s telephone and fax number before sending the fax.

Ways to improve your privacy knowledge include:
• Taking an identity theft quiz at http://www.privacyrights.org/ITquiz-interactive.htm
• Reading testimonials of identity theft victims at http://www.privacyrights.org/cases/victim.htm
• Checking out the FTC’s identity theft Web site: http://www.consumer.gov/idtheft/

For more information on preventing identity theft, contact the compliance or legal staff within your organization.

Data from Consumer Sentinel and the Identity Theft Data Clearinghouse, FTC.


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Keep Going
By Ted Malone

Last week my daughter’s principal took his life. It sent shock waves through the high school, the school district, and the community at large. He was 40 years old with a wife and two kids. It hit me very hard because I have felt that darkness that grabs your soul. I suffer from depression. While it has not cost me my life, it has cost me dearly.

When it started is hard to say, but it began slowly; so slowly that I did not even notice. Like the frog in the slowly heated water I just sat in the pot as the temperature rose. Somewhere in my second term as WASFAA president, things became serious. I was irritable and short-tempered. I had trouble concentrating and staying focused. I looked at my spiritual life. I tried to suck it up, but nothing helped. My relationship with my staff deteriorated. My relationship with my wife deteriorated. I lost interest in the things that my children did. Then as it began to affect my work, my work affected my depression. I was in a downward spiral. I got to a point where I was crying on my way to work every day. I could not deal with it, and I refused to recognize it.

My career was on track. I had twice been WASFAA President. I was sitting on the NASFAA board. I was making the right contacts to take a shot at national office, and then one day sitting in a NASFAA board meeting in Aspen, Colorado, I realized that I could not stay at Edmonds Community College. I had completely destroyed my relationships and had no idea how to fix them. I withdrew from people, I put off hard-to-do things, and I longed to just lock my door. The irony is that when I got back from that meeting, I got fired. My first response was relief. It was scary, but I was sure I would find the perfect job and it would solve my problems. A few months later I was still out of work and deeper in my hole. Finally, my wife came home from work one day and took me to see my doctor. She had scheduled an appointment and took me by the hand.

If I had been truthful, I would have answered yes to all of these and many others, but I could not admit to anyone that I had suicidal feelings. He told me I was depressed, but that it could be treated. I should have known the signs. I should have been looking for them, since my father had developed similar problems in his 40’s. How could I admit I was too weak to pull myself up by my bootstraps? How could I admit I couldn't even find my boots let alone my bootstraps? I began treatment. I take medicine every day. I’ve been in counseling. Is my battle over? Not by a long shot. Every day is a day to overcome my foe.

Depression cost me a job. It nearly cost me my marriage and children, and friends. There were times when I could feel the darkness envelop my soul so that I felt that I could not go on. We have moved on. My wife and I have a revitalized relationship. I am able to be involved in my children’s activities. There are times when it is still hard and I have to drag myself into the day, but I now see what is happening and have support and love behind me. I have a magnet on my bookshelf that is a quote from Winston Churchill. It says, “If you’re going through hell, keep going.”

Ask yourself the questions above. If you feel that way and have for an extended period of time, see your doctor. I know it is hard to admit you need help, but mental health is as important as physical health. Remember “pride goes before destruction, a haughty spirit before a fall.” (Proverbs 16:18). Suffering from clinical depression is not a character flaw; it is an illness. We have a stigma associated with mental illness, but no one thinks if they just try harder they will rid their body of cancer.

What about you? We work in a terribly stressful profession. We have constant pressure to meet deadlines and improve our processes. Please take time for yourself. There is great information on the web about signs of depression (Webmd.com for instance). Don’t wait to be dragged in for help. You are not alone. There is hope. You can feel normal again, just keep going.

He asked me a series of questions like:

Do you feel persistently down?
Are you unreasonably irritable?
Do you overreact to little things?
Do you cry easily?
Are you having difficulty concentrating?
Do you have loss of motivation?
Do you have feelings of worthlessness?
Are you sleeping too much or too little?
Do you have suicidal feelings?
Fairbanks Sixth-Graders Attend College
04/06/04

Approximately 150 sixth-grade students from three Fairbanks elementary schools head off to college Thursday, April 22. UAF's "I'm Going to College" Day is a program sponsored by Northwest Education Loan Association (NELA) to introduce children from diverse socio-economic and ethnic backgrounds to preparation and financial aid programs that can help them attend college.

In recent weeks, young participants from Barnette, Denali, and Hunter Elementary Schools have studied career choices, explored college options, and learned about financial aid. Their hard work earns them the opportunity to become UAF students for a day. They will arrive on campus at 9:15 a.m. on April 22 for classes in music, biology, journalism, broadcasting, chemistry, and engineering.

"College graduates have higher average incomes and more career options than their peers who don't pursue higher education," said Tamara Hornbuckle of UAF's Office of Financial Aid. "'I'm Going to College' educates children about the benefits of a college degree and builds an understanding of the choices available for education and financial aid."

Early planning for college increases the options available for students when it comes time for them to apply for admission. High school courses and grades count when applying for college admission, but a college education builds on knowledge and skills acquired much earlier. Studies have shown that the years from 10 to 14 are a crucial turning point in a child's development. These are the years when children begin developing behavior patterns in education that can have lifelong consequences.

"Every child deserves the chance to go to college," said Tony Bright, president and CEO of NELA. "By sponsoring this program, we help children and their parents understand that financial aid programs can make college affordable. The sooner families begin planning and preparing, the better chance they have of turning their dreams into reality."

UAF's 10,487 students come from Alaska, every other state, and many foreign countries. About half graduated from high school in Alaska and nearly 270 are international students. Undergraduate students make up 90 percent of the total student body. UAF has many non-traditional students. Some are returning to college after years of working or raising a family while others work full time while attending school or are pursuing a second associate or bachelor's degree.

Since 1978, NELA has helped nearly 800,000 students reach their dreams of higher education. The non-profit corporation assists students and parents in planning for college and understanding financial aid by providing information, training, and outreach activities. In October 2003, NELA opened the Center for Student Success (www.centerforstudentsuccess.org). This college access center provides free information, tools, counseling, and expertise to build better futures through higher education.

Contact: Tamara Hornbuckle, at (907) 474-6628 or Deanna Dieringer at (907)474-6629, UAF Financial Aid Office, or send email to financialaid@uaf.edu.

More information about NELA is available at www.nela.net

ARIZONA STATE REPORT
By Brad Honious, AASFAA President

The WASFAA Conference in beautiful Scottsdale Arizona is approaching quickly and we all are really excited to have you visit us this year. Please feel free to ask any Arizona member for assistance while here and remember to bring school items, clothing, or books for the John Pappas School for Homeless Children. This is a wonderful institution doing great things for people who truly need them.

The members are very excited that we completed our first ever online nominations process and online voting for new board members for the 2004-2005 year beginning July 1, 2004. We had a 63% participation rate which we are very pleased with. The members selected the following individuals to fill open seats:

President Elect: Melba Moore, International Institute of the Americas
Vice President: Terry Eckel, Northern Arizona University
Treasurer Elect: Jean Russell, American Student Assistance
Secretary: Kim Naig, CollEdge Loans

Please join me in congratulating these members and wish them all the luck in joining next year's leadership team. They will be joining incoming President Paula Cady, Treasurer Onita Clark, and me as Past President along with two representatives at large. I am sure it will be a very exciting year!
To wrap up this year, I would like to say it has been a very productive year for AASFAA. The new web presence is a great addition, a great Fall Conference, the electronic ‘Financial Needs Analysis’ is still in progress, an online directory, online voting & nominations, some of the best and most attended training sessions in Flagstaff, Phoenix, and Tucson, and the start of a new era for student advocacy with the Legislative Affairs Committee work this year has made me proud to be a part of such a great organization. Everyone who worked very hard on the committees, attended the conference, and attended or volunteered to present at the trainings should all be commended. Thanks for supporting the membership and making Arizona Shine!

IDAHO STATE REPORT
By Kathreen Silva

As winter gave way to spring, IASFAA began to switch gears as well. Most recently, the association elected its officers for 04-05 with the following results:

President: Dwight Berreth, Boise State University
President-Elect: David Tolman, Boise State University
Vice-President: Joyce Anderson, Boise Bible College
Secretary-Treasurer: Juanita Pearson, Albertson College
Past-President: Kathreen Silva, University of Idaho

Congratulations to all and many thanks to those who graciously volunteered to run for office! IASFAA’s membership is currently reviewing proposed revisions to our bylaws and constitution. These proposals include creating offices for Secretary-Treasurer-Elect and Segmental Representative-at-Large. Voting will take place in late April.

Our website has been updated to include procedures for our officers, as well as a listing of former IASFAA presidents. The former was implemented before the call for nominations so interested members could review the responsibilities held by each office in detail. No longer will volunteers step blindly into nominations! Finally, we continue to work with ATAC to explore ways our membership roster can be refined, thereby giving members more options by which to search the database.

As we enter our new year, plans are progressing for the 2005 Fall Conference which will be held October 4-6 in Idaho Falls. We anticipate that the new year will bring more opportunities to further strengthen our association.

NEVADA STATE REPORT
By Jacquie Carroll, NAFAA Vice-President

You know the old saying, “Time Flies?” Well, this is true. We are well into April and underway in planning for the 2004-2005 year. At this point, NAFAA is getting ready to ask for nominations to fill the position of vice president/president-elect for 2004-05. It’s the only position vacant for the upcoming 2004-05 term. Also after much discussion and recommendations, we plan to (finally) have proposed revised bylaws placed on the same ballot. This will lead the way to incorporate into 501C status.

People Updates

Barbara Hall-Bellows, loan coordinator/financial aid advisor, is retiring in April after serving over 25 years in financial aid. She has served in several WASFAA and NAFAA positions. She will be missed; however, unbeknownst to her, we may still call on her for guidance from time to time.

Our current 2003-04 NAFAA vice-president/president-elect, Jacquie Carroll, attended the NASFAA leadership conference in Washington, DC in March. This was a very valuable and enjoyable experience. The conference was attended by 90 people from all around the U.S; this was a great opportunity to network and to find out what everyone else is doing in FA. The topic of “Building our House of Leadership” included sessions by Terry Everson and Craig Cornell which provided food for thought on everyday leadership, especially of volunteers. The Exchange of Ideas session shed light on the fact that many new leaders have similar goals for their association; involving members was at the top of the list. Other sessions provided information on the understanding the foundation of your organization including bylaws and policies and procedures, as well as understanding the objectives, mission, and overall goals. Tougher sessions provided comprehensive insights on various legal, financial, and management issues which can impact a professional organization. Another practical session demonstrated committee development and meeting design. There were step-by-step instructions of how to run a meeting according to parliamentary procedure.
Conference News

The 2004 annual NAFAA conference will be held at the Sunset Station Hotel in Las Vegas on Wednesday & Thursday, November 17 & 18. The conference committee co-chairs will be seeking volunteers to serve in various roles to keep NAFAA moving in a positive direction. At this point the co-chairs for the conference are Rhonda Groce of UNLV and Tip Blewitt of NELA.

Scholarships

Our scholarship committee recently awarded a NAFAA scholarship to a Truckee Meadows Community College student who is non-Pell eligible, shows high need and has at least a 3.0 GPA despite facing various challenging obstacles and situations in her life. The scholarship committee will soon be advertising scholarship opportunities for our NAFAA members to attend the 2004 WASFAA conference in Scottsdale, Arizona. Please encourage scholarship application!!!!

OREGON STATE REPORT
By Tracy Reisinger

We are very pleased to announce the results of both our special election to elect a president-elect, as well as our annual election for the 04-05 OASFAA Executive Board members. Our special election resulted in Dave Allen from Multnomah School of the Bible/Seminary being elected president-elect. He will take over as president on June 1, 2004. Also, we held our annual elections and the following OASFAA members were elected to serve on the Executive Board:

President-Elect: Mary Jo Jackson
Secretary: Michelle Holdway
Segmental Vice-Presidents:
Community Colleges: Anna Manley
Four-Year Public: Judy Saling-Field
Independent: Anastacia Dillon
Proprietary: Scott Money

We plan on having a fiscal planning meeting in April and then a transition meeting between the outgoing and incoming board members in May. Dave Allen and Julia Reisinger (who was Treasurer-Elect in 03-04) attended the NASFAA Leadership Conference in Washington DC in early March and had a great time meeting with our representatives in congress. We are looking forward to an exciting and eventful year to come!

Have you been to www.wasfaa.org lately? Did you know you can VOLUNTEER your time and expertise to WASFAA for 2004/2005 online? Did you know you can read past issues of the WASFAA News online? Did you know WASFAA maintains an online calendar with all the regional happenings on it? Thinking about attending Summer Institute 2004?

Information about it can be found online. Keep an eye out for our new Jobs Bank... coming soon! Not just another website, wasfaa.org is YOUR online resource for the WASFAA region.