

From the KASFAA President



As we close one semester and are knee-deep in the next, I often hear “I bet things are slowing down in your office”. That certainly has not been my experience either in my office or with KASFAA. It’s just the nature of what it takes to assist students and to keep our organization strong.

However, this time of year does almost scream, “take some time to reflect”. It’s a good idea to review what worked and what could be improved upon, what just made us glad that we do what we do, and how can we get a bit of time just for ourselves.

Many things come to mind when I reflect on KASFAA. The board is terrific and supportive, the committees are active, our conferences are well planned and well attended, and our members are well informed about this profession. Thanks to all who serve.

I think we have all been stretched to the limit with the implementation of HERA initiatives, but still good news abounds. As in most things KASFAA members set out to do, we worked together to understand the various interpretations and we were actually able to really live up to our motto of “Helping to Make a Difference One Student at a Time” by identifying students eligible for the ACG and SMART grants. Thanks to all my colleagues who answered my many questions.

The Board approved exploring a Spanish translation of our popular Junior/Senior calendar. That is almost ready and we hope to roll it out in a web version shortly after the first of the year.

Applications for Summer Institute scholarships should be posted soon. Recipients will be selected at our next board meeting. This is the best training especially for those new to the profession.

The College Goal Sunday website is now open. You can access it at www.collegegoal.org

See you in Topeka in April and remember, we do not get “do-overs”, so live life with joy all along the way.

Seasons Greetings,

Elaine Henrie

Don Wimpelberg Retirement Thanks

THANK YOU!

Thank you very much for the retirement clock presented at the spring conference. I apologize for being speechless that evening as I was not expecting the recognition. Needless to say the clock will remind me of the many great memories of being a member of this great, professional organization these past nine years. My retirement will be effective October 1. It was an honor to serve as Chair of the Membership and Associate Member Committees and helping on several other committees. I especially looked forward to helping on College Goal Sunday each year, a great example of "Helping to Make a Difference One Student at a Time." Thanks to everyone at all the institutions that helped me award the Nursing and ROTC Service Scholarships, the Vocational Education Scholarship, and the Kansas National Guard Tuition Assistance Program. Being a military retiree and having worked two years in the Nursing Department at Butler Community College, these programs were near and dear to my heart and were a joy to administer as I "Helped to Make a Difference One Student at a Time."

Very Sincerely,
Don Wimpelberg
Kansas Board of Regents

KASFAA “SPOTLIGHT”

A Day in the Life of an Associate Member

By Barbara Stapleton, TG Regional Account Executive, RMAFSA



It takes a special kind of person to do what we do. At least that’s what I’ve been told many times: “I couldn’t do what you do... How do you do it?” But I wouldn’t have it any other way. I love my job, which makes it not so much a job as a pleasure to work with colleagues who form a wonderful extended family. Some associate members have more travel than others, depending on our regions, but each of us looks forward to seeing each of you and having the opportunity to help out as well as catch up on each other’s lives. Some of what makes associate members good at what we do includes not only the desire to help others, but also an extroverted personality that involves a considerable amount of contact with many different types of people. But that is only a small component of our complete “job description” on any given day.

So, are you still interested in what we do? Take a look at two typical days in the life of a guarantor or lender representative, and get ready for a lot of phone calls, e-mails, conference calls and of course, travel.

Day One

8:00 a.m. Stop by the “break room” (a.k.a. kitchen) and grab some breakfast. Go down to the office (a.k.a. basement or den, since so many of us work out of our homes). Check e-mails. Review calendar to plan visits, including potential dates and approximate times in between scheduled visits. Skim the Chronicle and NASFAA News e-mails to find out what’s the most current thing happening in the financial aid industry, including what schools have positions posted as well as who has gone where among associate members.

9:00 a.m. Receive a draft of a proposal for a school from the communications team to review. Call another regional representative on the team to request a customer reference from one of their schools for the proposal. (The proposal would most likely need several references, so multiply times two or three representatives).

9:30 a.m. Work on development of a “fill in the blank” (quarterly plan, management team report, weekly or biweekly status report). Upon completion, plug in the data of the status information into the sales software to record the past week’s visits, including outcomes and follow-up needs.

10:00 a.m. Dial-in to the (weekly, biweekly) monthly sales team call for the entire organization or the regional team. Agendas may vary, but will usually include any new information regarding products and services that can assist our schools.

11:30 a.m. Finish the plan/report that you began work on prior to the conference call. Refer back to the follow-up needs from the status report and complete those needs. Order brochure or product requests for schools; contact various members of our organization for answers to questions and provide follow-up responses via e-mail to customers.

12:15 p.m. Call schools in Colorado (because of time zone difference) to schedule visits for trip scheduled in three to four weeks. Because of flights, planning may project further out with out-of-state visits than with in-state visits.

1:00 p.m. Grab lunch in the “break room” and take a break, then head back down to the office.

1:15 p.m. Call schools in Kansas to schedule visits for one to two weeks out. While on the call, some visits may end up being scheduled three or more weeks out because of customer schedules.

2:30 p.m. Prepare expense report, complete with all receipts, mileage information, any customer meals, air travel, etc. Call corporate travel agency (or use Orbitz) to book the flight to Colorado in three weeks, since several school visits were secured for the selected dates. While talking with the agency, book another set of flights for “fill-in the blank” conference or the sales team meeting next month and add both flight charges to the expense statement. Plug the expense information into the budget spreadsheet to keep a total of current expenditures based on our individual budget allocations.

3:30 p.m. Phone call from a school regarding a borrower issue. Place a call to the loan guarantee operations team for resolution. Respond back to the school with the resolution.

4:00 p.m. Prepare information for school visits the next day and research past notes from prior visits as well as volume information to assure knowledge of current trends on the campus.

4:30 p.m. Phone call from a lender partner to discuss requests from an existing customer or new interest and to advise of a new product or service that they are offering. (Lender partners are guarantor neutral and guarantors are lender neutral, but it helps schools if we are aware of all the potential information available to the schools on behalf of either a lender or guarantor).

5:00 p.m. Phone call or e-mail from regional representative advising that their school has agreed to serve as a reference for the proposal. Forward the response to the communications team with an updated, proofread draft of the proposal they provided this morning.

5:15 p.m. Phone call from a Colorado school (keeping in mind time zone changes) requesting information regarding on-campus training on “fill in the blank” industry-related issue.

5:45 p.m. Swing by the dry cleaners. Head to pick-up the kids from day care and figure out dinner options.

9:00 p.m. Kids are in bed, laundry is drying. Go back down to the office to put together promotional items for school visits the next day and pack up the laptop since the visits are out of state. Once the laundry dries, finish packing.

Day Two

6:00 a.m. Head to the airport for an 8:30 a.m. flight.

9:30 a.m. Land, pickup rental car and head to first school visit. Check voicemails and e-mails that were received while on the flight, responding to what can be addressed prior to the first school visit.

10:30 a.m. First school visit.

11:30 a.m. Return phone calls or respond to e-mails that were received during the morning.

12:00 p.m. Lunch with school.

1:30 p.m. Return phone calls or respond to e-mails that were received during the lunch meeting.

2:00 p.m. Third school visit.

3:00 p.m. Return phone calls or respond to e-mails that were received during the third visit.

3:30 p.m. Fourth school visit. (continues next page ↓)

4:30 p.m. Return phone calls or respond to e-mails that were received during the fourth visit. By now you can see the pattern of why, as associate members, we can't really decide if Blackberrys are a curse or a blessing. I think they are a bit of both, since they allow us to provide excellent customer service, yet they keep us *so* connected, it's almost insane! Of course, we respond well to that accessibility – it's a part of how we as associate members are wired.

5:30 p.m. Check into the hotel and grab a bite of dinner, return to the hotel, work on writing a newsletter article for the committee, and follow up with commitments made during the day's visits.

Head out again the next day for additional school visits and return home on an evening flight. My visit schedules are similar in Kansas, but they usually don't require a departure from home before 7 a.m., with two to four visits during the day – depending upon how close schools are to each other – and returning by 6:30 p.m. at the latest. In the car, thanks to headsets, we can continue to work and follow up with our offices, all while enjoying the beautiful weather and scenery.

This is just a tiny snapshot of what we do. Conference weeks are among the busiest, with travel, setup and tear down of the booth, and juggling the possibility of presenting, moderating, or serving in some other capacity on a committee that meets at or has responsibilities directly tied to the conference. Part of what makes what we do so much fun, of course, is the people, but it's also the changes and variety that occur with most every day. It's a privilege to serve as an associate member and have such a great, challenging position. From all associate members, thank you for the opportunity to serve in such a wonderful profession. You make what we do fun and rewarding!



KASF^{AA} Fall Conference Summary

The Fall 2006 KASF^{AA} conference was held in Wichita from November 1-3. The conference theme was “Pirates of KASF^{AA} – Searching for the Treasures of HERA.” Attendees had the opportunity to attend over 20 breakout sessions, see and hear Miss Kansas, learn useful pirate jargon to intermingle with financial aid acronyms (“Do your FAFSA on time, you scurvy dog, or I’ll keelhaul ya’.”) and be motivated to “Leap, Don’t Sleep.” Some of us may be dressing a little better because of the tips we learned at this conference. Also, new members could attend neophyte training and gain a treasure chest full of basic tips on navigating federal aid regulations and programs. As usual, there were sector breakouts where we gather and share best practices with like institutions. We also had a session where schools that use similar software systems could share tips. There was good eating, visiting with peers, entertainment and a treasure hunt. The following pictures taken by the Newsletter Committee hopefully give you an idea of what happens at a KASF^{AA} conference. We hope you will plan on attending the Spring 2007 conference in Topeka from April 25-27.



The KASF^{AA} Board meets at both the fall and spring conferences. This meeting was held Nov. 1 in Wichita.

(More pictures are on the next page ↓)



There are lots of big smiles at KASFAA conferences. Andy Bracciano, Brent Carpenter and Cindy Kleinsorge share a laugh.



There's a lot of good food and fellowship. Annita Huff even coordinated her vest to blend with the conference decorations.



KASFAA donated hundreds of tote bags and duffel bags to Youthville in Wichita. These will be used by the children of broken homes who sometimes have to leave home suddenly and may not have any means to carry their possessions. Julie Esau made the presentation to a Youthville representative. That is not a hat

More below ↓



Gail Palmer, Robin Adamson, Karen Washington, Alexzine Lewis and Steven Wiens attended the Newcomers' Reception where first-time attendees can meet one another and also meet the KASFAA Board members and other veteran KASFAA members. This session is very popular. The room was packed.



Treasure hunters solved the language of the pirates to gain a treasure of treats.



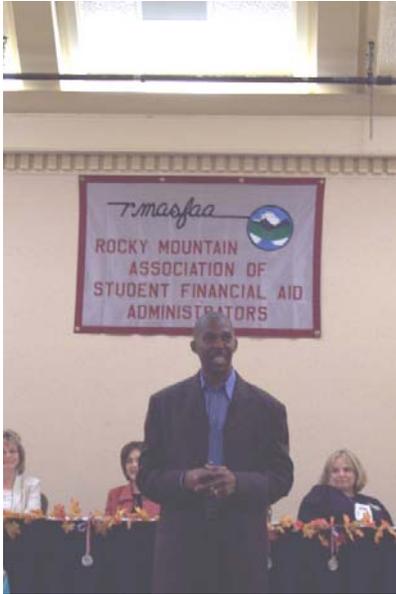
Associate members provide information about their products during the conference. Here Bruce Lopez and Kelli Hartmann prepare for conference attendees to visit the booths. Kelli gives and Bruce takes, ...er, collects ☺

RMASFAA 2006 Fall Conference Wrap-Up

Text by Ben Kohl. Photos by Ben Kohl and Larry Viterna.

(Editor's Note: 37 Kansas attendees were at the conference in Salt Lake City, Utah. The 2007 conference will be held on October 21-24 in Breckenridge, CO).

With the Olympic theme at this year's RMASFAA conference, we had a great time of Olympic proportions.

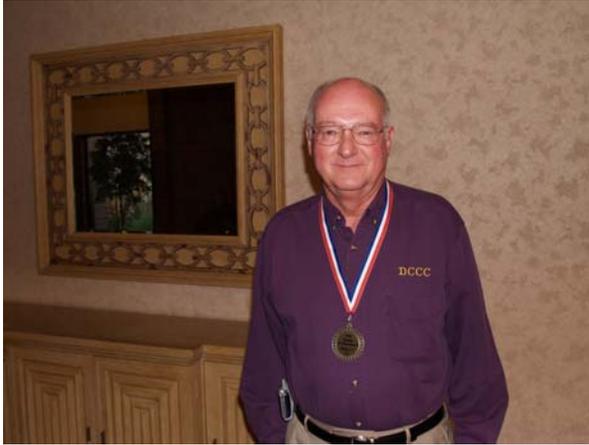


Thurl Bailey, former NBA player sang and spoke to us to spark our torches of motivation.



KASFAA member Brenda Hicks of Southwestern College presented at the conference.

(More below ↓)



KASFAA members participate on the RMASFAA Board of Directors as officers and committee chairs. Anthony Lyons from Dodge City Community College serves as Vice President.



Deb Byers and Adrianna Heskett from Wichita State University are all smiles as they show their RMASFAA and KASFAA spirit.



Jeff Baker, from the U.S. Department of Education, gave us the news concerning the Academic Competitiveness Grant and the National Science and Mathematics Access to Retain Talent Grant. (More ↓)



Some of us saw the Temple of the Latter Day Saints and toured the gardens of Temple Square.

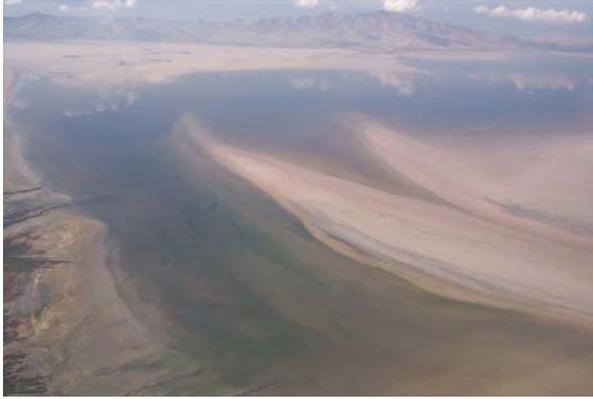


Native Americans thrilled us with their dance performance.



We were able to raise \$5,000 for the Make-A-Wish Foundation during the conference.

(More ↓)



The Great Salt Lake.



Looking northwest towards SLC from the foothills of the Wasatch range.

Your Newsletter Committee:

Chris Johnson, Committee Chair and Editor

Michelle Wiesing, Committee Co-Chair

Barbara Stapleton

Debbie Brewer

Sandy Sissom

Ben Kohl

Kathy Camden

Jaime Harper