

UASFAA Newsletter

Summer 2005

President's Message

by Cristi Easton

As we begin another school year, everything on campus seems to be in crisis mode. We have students who need money, students who haven't figured out how to pay for school and a few students who are prepared.

We have "helicopter" parents calling to find out why Johnny isn't independent (I wonder), why Susie didn't get as much money this year as last year (she worked and earned \$15,000), or why we terminated Wanda's aid (.70 gpa).

We have administration telling us we shouldn't have lines, students lined up to make sure what they read on the Internet is correct, and lines of employees working extra hours to ensure all students are awarded.

We have administrators worried that enrollments are down or flat and want financial aid to award more students, but don't have enough funding for us to hire more people. We have excellent part-time employees who have to leave for full-time jobs because we don't have the funding to hire them.

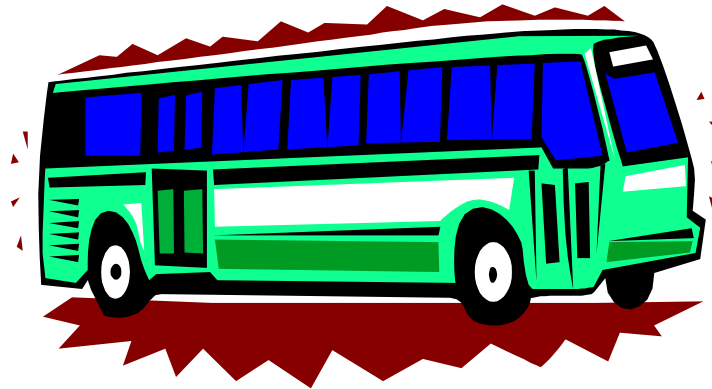
I know that all of you are experiencing something similar on your campus. Many of the state schools have the added "joy" of converting to Banner this Fall. So, not only do they have the normal problems to deal with, but trying to get used to a new system as well.

During this overwhelming and busy time of year, I hope you each take the time to think about the great service you are giving the students. Yes, even the ones who yell at you and question your intelligence or your parentage. We are in the position of helping people fulfill their dreams and find a way to lead a successful life. Very often we don't see the ultimate dream fulfilled. And I can count on one hand the number of times a student has returned to thank us for what we've done. But you and I both know that many of these students would never graduate if it weren't for our financial aid offices and our lending partners. Many students would never have the opportunity to attend college, much less graduate.

So please remember how important you are to the success of the students at your institution. Try to keep smiling and remember how important you are to the success of students!



News & Announcements



UASFAA **FUN** BUS TO JACKSON HOLE, WYOMING RMASFAA 2005 OCTOBER 9-12

UASFAA members are invited to take the fun bus. It's less stressful than driving and less expensive.

We need between 40 and 45 people to commit to riding the bus. The bus will leave Provo on October 8, make stops in Salt Lake, Ogden and Logan and then continue on to Jackson Hole. We will leave at the conclusion of the conference on October 12. **Cost: Approximately \$65 per person (maybe less depending on # of riders)**

To set this up, **we will need confirmation** of those who would like to ride **by September 1, 2005**. This will give us enough time to notify everyone if we do not have enough riders. Please send an e-mail to cristi.easton@slcc.edu if you are interested and would like to make a tentative commitment.

Subject: 2005-2006 EDEExpress Training

Wondering what happened to EDEExpress training? FSA does still provide EDEExpress training, however the format we use has been modified. EDEExpress training is now conducted online!

EDEExpress training is now conducted via distance education. By utilizing a product called Microsoft Live Meeting, FSA conducts EDEExpress training via the internet! Participants log into a "virtual classroom" to view the session, while listening to a live trainer conduct the training via telephone. The sessions are held almost daily and are scheduled to run 2 1/2 hours.

Currently there are Application Processing, Pell, and Direct Loan sessions scheduled and available for registration. To see a brief description of the courses, the scheduled training dates, and to register for a class, please use the following links:

Apps Processing: <http://www.ed.gov/offices/OSFAP/training/specific.html#appfaa>
<<http://www.ed.gov/offices/OSFAP/training/specific.html>>

Pell: <http://www.ed.gov/offices/OSFAP/training/specific.html#pell>
<<http://www.ed.gov/offices/OSFAP/training/specific.html>>

Direct Loan: <http://www.ed.gov/offices/OSFAP/training/specific.html#direct>

Later in the summer FSA will have R2T4 software on-the-web training.

These three sessions listed above are for those who are already familiar with EDEExpress.

Where do you go if you need the fundamentals of EDEExpress? **EDEExpress Basics**, that's where!

EDEExpress Basics is a self-paced, online tutorial, available 24 hours a day, 7 days a week, and is free to use. It utilizes a simulated EDEExpress environment to walk participants through each module of EDEExpress (Global, Apps, Pell, Direct Loan, and Packaging) to teach the basic skills required to access and navigate the EDEExpress and EDconnect software. The direct link to this tutorial is
<<http://ifap.ed.gov/edexpress/index.htm>>.

We look forward to "seeing" you in class!

Margaret Day
US Department of Education
303-844-3677 x127

Upcoming Events

[2005 RMASFAA Conference](#) – October 9-12, 2005, Jackson Hole, WY

Electronic Access Conference – October 30 to November 2, 2005, San Diego, CA

Electronic Access Conference – November 29 to December 2, 2005, Atlanta, GA

[NASFAA Decentralized Fall Training](#) – November 18, 2005, Salt Lake Community College, Redwood Campus

RMASFAA is sponsoring this NASFAA workshop on **Administrative Capability: Campus-Wide Compliance**. This workshop will also be offered in Jackson Hole immediately following the [RMASFAA Conference](#) on October 12, 2005.

2006 US Department of Education Spring Conference – April 5-7, 2006 in San Antonio, TX

2006 UASFAA Conference, April 26-28, 2006, Salt Lake Community College

Electronic Access Conference, October 30 to November 2, 2006 in Orlando, FL
Electronic Access Conference, November 28 to December 1, 2006 in Las Vegas, NV

2006 RMASFAA Conference, October 8-11, 2006, Salt Lake City, UT Volunteer now to help make this conference the success it should be.

2007 UASFAA Conference, Orem, UT to be hosted by Utah Valley State College

Spotlight

DATC Golf Tournament Raises Scholarship Funds

The Davis Applied Technology College hosted the 12th Annual DATC Foundation Inc. Scholarship Golf Tournament Wednesday, July 27, 2005, at Bountiful Ridge Golf Course. The fund-raiser was a huge success! There were twenty-nine sponsors and over \$35,000 raised for the scholarship foundation.

Movers, Shakers & Match Makers

Darin Eckton has moved as a counselor in the financial aid and admissions offices to become the assistant director in the Multicultural Office at BYU.

Dina Nielsen,

The new director of financial aid at SUU shares the following thoughts on returning to Utah.

I spent two years working as the associate director for The University of Findlay in Findlay, OH. (Note the capital "T" — Ohioans are very particular about that, which you'll know if you've hear of THE Ohio State University.) After my wonderful experiences with UASFAA, I knew the first thing I had to do out there was get involved with OASFAA. Considering that it is our Ohio counterpart, it is a very different organization. For one thing, it is about four times the size of UASFAA, which means the relationships between schools aren't close, and the communication suffers considerably. The support system we enjoy in Utah can't exist there due to the size of the organization. (The organization itself is broken into four sub-organizations for the regions of the state.) Also, they tend to drink a lot more at conferences than I remember in Utah. Hmmmmmm . . . I thoroughly enjoyed the people I met out there and continue to use the connections established, but I couldn't be happier to be back and be a part of UASFAA.

I am glad to be back in the west where there are mountains to help me with directions and the sky is blue rather than silver with humidity. I am thoroughly enjoying Southern Utah University (although I still bleed Aggie blue). I have a great staff and couldn't have hand-picked a better team. Every time I have changed jobs in financial aid, there has been some sort of ugliness that has tried my confidence in my choice. I was involved in serious car accidents shortly after starting with both USU and UF. Here, the ugliness is Banner. I'm getting the hang of it, slowly but surely, and I'm sure someday I'll be able to utilize it fully. (With the help of my counterparts, of course! ;))

Thanks to everyone for welcoming me back to the fold!

Craig Haslip joined UHEAA in May as an Outreach Services Officer promoting UtahMentor to junior and senior high schools throughout the state. Craig previously worked at Hillcrest and Alta high schools as a guidance counselor, coach and math teacher.

Jan Tyler-Bayly replaced Becky Hudson as Administrative Specialist II in UHEAA's Policy and Development area.

Jan comes to UHEAA from Salt Lake Community College (SLCC) where she created and managed the new branch library and media center at SLCC's Sandy campus. She also served as an administrative support specialist at SLCC and previously worked for jetBlue Airways. Jan has served as a volunteer tour guide at the Utah State Capitol Building and received an award from the Salt Lake City Historic Landmarks Commission for restoration of an historic home.

Congratulations to **Ho Williams** of Utah State University upon her recent marriage. She now receives mail as **Ho Skinner**.

Congratulations, Best Wishes and a BIG "Way To Go" is in order for **Catrina Wilson**, a senior FAA at the University of Utah. Catrina proudly welcomed her first baby on March 12th; a wonderful boy named Jordan Todd Wilson.

Need To Know

To Directors: Please take a moment now to check the accuracy of the information in the UASFAA membership directory on the Web site. Make any necessary changes now and as they may occur in the future then please e-mail Nancy Caldwell at ncaldwell@utahsbr.edu with those corrections so that she may update the UASFAA listserv.

Ten Tips Help Financial-Aid Administrators Manage Stress **Submitted by: Kathy Bixby, USA Funds Services**

Financial-aid offices can be particularly stressful in the summer months, as many schools prepare for the fall semester. To help aid administrators cope with the pressures of juggling multiple tasks, USA Funds® University offers the following 10 stress-management tips:

1. **Relax.** The next time you feel uptight, take a minute to slow down. Breathe in through your nose, and exhale through your mouth. Close your eyes and listen to soothing music, or visualize yourself at a favorite spot or succeeding at a task.
2. **Take breaks.** Getting away for even a few minutes can help you collect your thoughts and refocus.
3. **Laugh.** Maintain a sense of humor, even if it's to laugh at yourself. Share cartoons or funny stories with your co-workers.
4. **Accept responsibility.** If you make a mistake, admit it. Then, instead of criticizing yourself and dwelling on the error, focus on the present.

5. **Develop good time-management habits.** Start with a to-do list that helps you prioritize, focus on the most-important tasks, and delegate tasks to others as appropriate. Keep a list of the easier to-do items handy, so you can tackle them when on hold during a phone call, before a meeting starts, or while waiting for a student or parent to arrive.
6. **Have fun.** Particularly during busy and stressful times, schedule a fun activity such as “spirit week.” Assign a day that week when everyone wears their favorite hats, another day for shirts that support their favorite athletic teams, and other special days throughout the week.
7. **Reward hard work.** Arrange pitch-ins or order pizza when you and your co-workers have to work extra hours. If you are a supervisor, schedule a staff-appreciation day, bringing in balloons and breakfast to celebrate your team’s efforts.
8. **Change your perspective.** Think of your most-difficult tasks as challenges, not problems. Instead of allowing yourself to focus on the negative, commit yourself to a positive attitude.
9. **Take care of yourself.** Healthy bodies are better prepared to cope with stress. Eat healthy, get enough sleep, don’t skip breakfast, and avoid consuming too much caffeine and sugar. And exercise — the improved blood flow and release of endorphins into your bloodstream can give you a sense of happiness and well-being.
10. **Empathize.** When facing an angry student, put yourself in that student’s shoes. Try to understand the source of the student’s frustration.

No matter how stressful your work may be, celebrate the fact that what you are doing is making a difference in the lives of many students.

Stress management is among the topics to be featured in the fall-2005 USA Funds Financial-Aid Workshops, to be conducted in cities across the nation beginning in October. Visit the USA Funds Web site, www.usafunds.org, for more information.

A recent article in the June 18, 2005 [Washington Post](#) by Blaine Harden, examined the cost of using student loan money to purchase a \$3 latte. The article includes a link to a Web site created in part by Erika Lim, the career services director for the University of Washington law school. Ms. Lim’s calculator shows the cost of that \$3 Starbucks during college to total \$4154 when using borrowed money that is repaid over 10 years. Unfortunately, not many students seem to worry about spending their student loan funds on momentary luxuries.

Cowboy's Ten Commandments posted on the wall at Cross Trails Church in Fairlie, Texas:

- (1) Just one God.
- (2) Honor yer Ma & Pa.
- (3) No telling tales or gossipin'.
- (4) Git yourself to Sunday meeting.
- (5) Put nothin' before God.
- (6) No foolin' around with another fellow's gal.
- (7) No killin'.
- (8) Watch yer mouth.
- (9) Don't take what ain't yers.
- (10) Don't be hankerin' for yer buddy's stuff.

Now that's kinda plain an' simple don't ya think?