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MASFAA President's Closing Remarks: Reaching Out...

By Paul Boyer
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Like most MASFAA Presidents who have come before me, I puzzle over how quickly the previous twelve months have passed and reflect on the progress and changes that have taken place within the Association during the past year. Far be it from me to change the course of history! When Doreen Rose passed the gavel last spring, I remember remarking that I was happy to accept the responsibilities that the role of President entailed but that I was somewhat disappointed that Doreen did not have the pleasure of dealing with current Reauthorization legislation and implementation as part of her tenure. After all, her year was the “year of change and innovation.” Since federal aid regulations have never been one of my fortes, I was anxious about surviving the aftermath of Reauthorization and how it might predominate in my year of leadership. I fully anticipated that most of this year would be spent on Reauthorization, so I am relieved that it never really happened in 1997-98 and pleased that MASFAA’s Executive Council and Committees could spend more of their time and energy attacking other important initiatives.

Our year began in August with the first two-day MASFAA Executive Council retreat held on the Williams College campus. The expanded format of this meeting allowed the Executive Officers and Committee Co-chairs the opportunity to set goals for the coming year, brainstorm new initiatives and programs and also examine in some depth how the Association is organized and governed. I have to thank all those who attended for withstanding some long and tedious meeting sessions but I think the spectacular weather, great food, and idyllic setting helped keep their spirits in check. Building on the successes and innovations of the previous year, we embarked on a year that would hopefully improve on what had come before – not reinvent the wheel.

Hats off to **Kelly Morrissey** and **Kathy Methot**, Co-chairs of our Membership and Development Committee for ushering in another successful sponsorship campaign. A special thanks, too, to all our loyal and supportive

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sponsors. With their continued financial support we were able to offer a full and varied agenda of activities throughout the year aimed at outreach to students and the continued professional development of aid administrators.

The first major event of the year saw the MASFAA Executive Officers and members of the Legislative Affairs Committee meeting with members of the Massachusetts Legislature to discuss Reauthorization issues. A note of thanks to **Eileen O'Leary** and **Ray O'Rourke**, Legislative Affairs Co-chairs, for their efforts in coordinating this important event. Representatives from the offices of Congressmen Jay Tierney, Joseph Kennedy, Richard Neal, William Delahunt, and Senator John Kerry attended the meeting hosted by ASA (American Student Assistance). The opportunity to share our Association's collective views on the many aspects of Reauthorization Legislation was welcomed by the government representatives and set the stage for an ongoing dialogue. In addition, a group of MASFAA members attending the EASFAA Conference in Washington, DC organized visits with several Massachusetts legislators on Capitol Hill as a way to drive home several priority issues in the final days of the House and Senate debate.

September was also a time to launch MASFAA's Early CAPP (College Awareness and Preparation Program) by the Early Awareness and Financial Planning Committee. Although the success of this program is still being measured and is ongoing, the comprehensive nature of this outreach to middle school and junior high school students and their parents is a positive step for MASFAA in its attempt to reach families early as they begin to prepare to meet the financial challenges of higher education. I am grateful to **Kathy Gundlach** and **Janice Evans** for their efforts in coordinating this program and for their Committee's behind-the-scenes work in pursuing early awareness initiatives.

Continuing to reach out, our Professional Development and Training Committee focused one event on a long overlooked audience - the Guidance community. **Nina Musante** and **Jan Marie Combs**, as Co-chairs of Professional Development and Training, rounded up a seasoned troop of aid professionals to present a half-day session on a range of topics including an overview of the financial aid application process, a case study approach

to determining the EFC, alternative financing options and financial aid on the Web. Massachusetts School Counselor Association (MSCA) members earned two professional development hours by attending the workshop. And, as always, many thanks to the entire PD&T Committee for their hard work throughout the year in providing an enriching series of workshops and conference sessions.

Another effort launched this year was the MASFAA list serve. Thanks to **Rich Dutilly** and **Ellen Kayser** and the rest of the Technology Committee for their quiet persistence in advancing the communicative abilities of the membership. It's fun - and it sure beats the telephone and FAX trees of yesterday; and once you get the hang of it, it works. Just take a moment to remember 'who' you are responding to before you hit the "reply" button! Give us time - we can learn.

1997-98 saw the resurgence of the Graduate and Professional Concerns Committee chaired by **Laurie Hogan**. Thanks to Laurie's astute leadership, this Committee not only got off the ground but is gearing up to make formal concurrent session presentations at the ASA and NASFAA Conferences this summer and has prepared several brochures for publication in 1998-99. I look forward to the many successes of this Committee and their ongoing outreach to another overlooked population of students.

The *MASFAA Newsletter* continues to be one of the Association's strong points. **Sherri Culp** and **Donna Kendall** have worked diligently and creatively behind the scenes month after month to provide an interesting and thought-provoking way of bringing you all the news that is fit to print. I owe them and their Committee a round of applause for keeping all of us so well informed as to the who, what, and where of the Association, its members and the profession at large.

And who can forget the MASFAA Conference? Always "the" event of the year, I have to thank **Michelle Mattie** and **Linda Schoendorf** for their willingness to take up the reins as new Co-chairs of the Conference Committee. No one knows what a daunting task it is to coordinate the activities of the entire membership under one roof like the Conference Chairs and their Committee. I am pleased that Michelle and Linda met the challenge with grace and style and, along with their

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committee, provided the largest MASFAA conference attendance ever and a program of unsurpassed quality and diversity.

I must also acknowledge the tireless work and dedication of **Melissa Shaak** and **Sally Connolly** for their collaborative efforts in getting the word out through the MASFAA Hotline, Financial Aid Clinics and Expo, and the overall public relations campaign. This year the Committee took a critical look at the success of these outreach activities and I am happy to report that, as a result of much evaluation, we can look forward to a new and different approach to reaching our target audiences in the future.

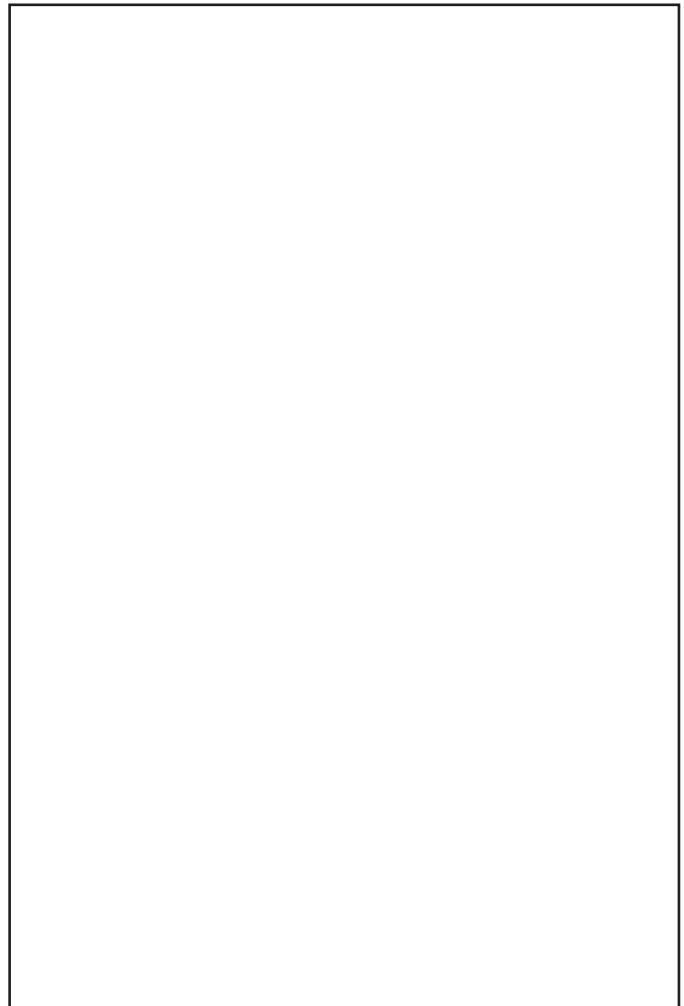
I would be remiss if I did not thank the members of the Executive Council (**Daniel Barkowitz, Kathie Nolan, Ernestine Whiting, Kathy Gundlach, Melissa Shaak, and Eileen O’Leary**) for their endless support and encouragement throughout the year. I especially want to commend them for their patience and endurance at Executive Council meetings. And, last, but certainly not least, a heartfelt thank you to our Secretary, **Julie Shields-Rutyna**, for her quick thinking and skillful note-taking as she faithfully records the minutes of each Executive Council meeting – no easy task I might add.

As this year winds down, I would like to single out a special person to thank who has given MASFAA four years of dedicated service as its Treasurer. **Kathy Methot** has served two consecutive two-year terms as our Treasurer, but her dedication and devotion to MASFAA extend further back than her present affiliation. Prior to her election as Treasurer, Kathy served single-handedly as chair of the Newsletter Committee for at least two years (as far back as my records go!) and perhaps longer. Kathy and her Committee forged a solid foundation for a quality *Newsletter* and I am excited to see that these strengths continue today, as marked by our consistently excellent monthly publication. Kathy’s contributions to MASFAA have been numerous and, even though she will be retiring from the Executive Board this year, I know we can count on her to continue to be an active participant.

At this point you must be thinking this is the longest “Academy Award” speech you have ever heard, right? Long, yes, but the President of MASFAA could not lead effectively if it were not for the support of colleagues

and friends and, most of all, the staff back home at our campus office. I would like to especially thank all of the members of the financial aid staff at Williams College for making my involvement in MASFAA possible.

During the last year the MASFAA membership swelled to 684 – one of the largest in the country. Like any organization this size, we are experiencing some growing pains. We are fortunate to have more volunteers for committee work than we currently have places to put them to use. Hopefully, in the future, we can grow organizationally to accommodate this heightened spirit of volunteerism. As this year draws to a close, I am happy with the progress MASFAA has made in its continuing mission to serve the needs of students and I trust that the future leadership of this organization will not lose sight of this goal as they act as stewards for equity, access, and choice. ●





Conference

Michelle Mattie, *Westfield State College*
Linda Schoendorf, *Pine Manor College*

The planning for the 1998 MASFAA Fall Conference has begun. The Committee is well underway in planning an exciting Conference for all! The Committee members for the 1998 Conference are:

Michelle Mattie, Co-chair, *Westfield State College*
Linda Schoendorf, Co-chair, *Pine Manor College*
Carol Rubel, *Wheelock College*
Brian Hodge, *Simmons College*
Lucia Darling, *Mt. Ida College*
Janet Gumbris, *Bridgewater State College*
Daniel Barkowitz, *Lasell College*
Patricia Hansbury, *Fleet Bank*
Janet Page, *Citizens Bank*
Steve Rose, *Educaid*

Watch your mail for session proposal forms. They will be mailed to all MASFAA members in June. They are being mailed earlier this year so that we can make sure that we have topics covered in all areas of interest. Start thinking about some interesting and resourceful topics to submit!

The Conference will be held this year November 17-19. Mark the dates on your calendar!

Early Awareness and Financial Planning

Janice Evans, *Bridgewater State College*
Kathryn Gundlach, *Brandeis University*

The Early Awareness and Financial Planning Committee has had a busy and productive year. In October we finalized the *Early College Awareness Preparation Program (ECAPP) Handbook* and then sent copies of it to Massachusetts middle schools. We will continue to promote and publicize this community-based program with schools and interested groups across the state (we've already made a presentation to the

Massachusetts School Counselor Association) and the nation (a session at NASFAA is planned). Our Early Awareness Speakers' Bureau Training was also held in October and, this year, we prepared a standard presentation as well as presentation packets for our speakers. This spring we started looking for ways to improve our Financial Aid Night Speakers' Bureau. A survey was sent to all high school guidance offices to gather information and we are currently in the midst of reviewing the results. We will keep you informed of new Speakers' Bureau initiatives...

We would like to take this opportunity to extend our appreciation to all the members of our committee:

Grace Bartini, *ASA*
Monica Blondin, *Worcester Polytechnic Institute*
Robert Clagett, *Harvard University*
Mary Halpin, *North Middlesex Regional High School*
Barbara Layne, *Simmons College*
Lois Levine
Elaine Martino, *CFP*
Sharon McLaughlin, *Quinsigamond Community College*
Dan Moore, *Citizens Bank*
Christine Mordach, *Merrimack College*
Tom O'Hare, *CSLF*
Linda Peckham, *Wheelock College*
Scott Prince, *MEFA*
Jim Slattery, *Sallie Mae*
Anne Valerio, *Worcester Polytechnic Institute*
Grant Vitale, *Higher Education Information Center*

Special thanks to **Kathy Gundlach** for her extraordinary effort and leadership as Co-chair of the Committee for the past three years. Kathy has resigned as Co-chair for the 1998-99 academic year, but, fortunately, will remain an active member of the Committee. We would like to welcome **Scott Prince** as next year's new Committee Co-chair. Scott has been an active member of the Committee and was appointed Co-chair by MASFAA President-Elect **Kelly Morrissey**. Scott brings valuable experience to the Committee during a very busy and productive period.

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Graduate and Professional Concerns

Laurie Hogan, *Harvard University*

I am pleased to report that the Graduate & Professional Concerns Committee completed a very productive year. Kudos to this incredibly dedicated and creative group, and many thanks for the extra time and efforts made this year on behalf of your colleagues!

The 1997-98 Committee Members are as follows:

Edwina Armstrong, *Harvard University/Kennedy School of Government*

George Covino, *American Student Assistance*

Cheryl Farley, *New England College of Optometry*

Katherine Gay, *Suffolk University Law School*

Laurie Hogan (Chair), *Harvard University*

Rita Jones, *Boston College Law School*

Dana Mignogna, *Assumption College*

Gerri Major, *Cambridge College*

Thomas Murphy, *Massachusetts Educational Financing Authority*

Sandra Roberts, *Boston University/Sargent College*

Mary Sullivan, *Weston Jesuit School of Theology*

Melanie Tringali, *American Student Assistance*

Our efforts this year have focused on our role as a graduate and professional financial aid resource. In an effort to reduce redundancy and to offer the best of what's available to graduate students and their families, the Committee has initiated the following projects:

- *MASFAA Graduate & Professional Directory*
- Graduate & Professional Organizations and Conferences
- *The Guide to Good Credit*
- *Graduate Guide to Borrowing*
- Outreach

For 1998-1999, I am very pleased to announce that **George Covino** has accepted the Co-chair position for the Committee. Our agenda for next year includes our continued work on those projects outlined above, as well as initiating work on the following:

- *Debt Management Resource Guide*
- *Foreign Student Guide*
- *Early Awareness Guide*

- Professional Development & Training for Graduate & Professional FAO's
- Contributions to the *MASFAA Newsletter* & List Serve

To do this, we will need your help and welcome you to join our Committee in 1998-99. Have a wonderful summer everyone! See you in September.

Legislative Affairs

Ray O'Rourke, *Bunker Hill Community College*

No update submitted this month.

Membership and Development

Kathy Methot, *Hampshire College*

Kelly Morrissey, *Mt. Wachusett Community College*

On behalf of the entire Association, the Development Committee would like to again thank our sponsors for their generosity throughout the year. Due to their contributions, MASFAA has been able to provide quality events and publications for its members. The Committee would also like to welcome **Kathie Nolan**, the new Development Co-Chair for the 1998-99 academic year.

MASFAA has experienced another year of tremendous growth in membership, ending with a total of 684 members. Keep an eye open for 1998-99 membership materials, which will be mailed in late June.

Daniel Barkowitz, the new Membership Co-chair for the 1998-1999 academic year, has many exciting plans for the coming year. The Membership Committee will be expanding to encompass several new projects: creating a welcome packet and process for new members; performing outreach to constituencies to encourage membership in the Association; coordinating supplies and inventory for the Association; and serving as the phone and mail address for the Association. With these exciting new ideas and projects, we are in need of volunteers to help serve as members of the Committee. If you have an interest in ensuring that MASFAA continues to

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Committee Updates...from page 5

grow and thrive, please be in touch with Dan to indicate your interest in joining the Membership and Development Committee.

Newsletter

Sherri Culp, *Brandeis University*
Donna Kendall, *Bentley College*

The last issue of the *MASFAA Newsletter* is always a special one for the Newsletter Committee. It gives us a chance to reflect on the past year, evaluate the changes we have made, and thank all of the people who helped us to get through it all.

In the past year, the *Newsletter* has made many positive changes, not the least of which is our new design. Thanks to the creativity and talent of our new designer, Stephen Culp, the *Newsletter* received a much needed facelift. We are very excited that Steve will be working with us again next year!

This year also brought a change in the content of the *Newsletter*. Catching on to a trend started by the Technology Committee, members of the Executive Council and of the MASFAA Committees submitted many informative articles pertaining to their areas of expertise. Thanks to all those who took the time to share their knowledge with us!

This year's *Newsletter* staff was the largest and most active that this Committee has seen in years! We would like to thank the following people for their hard work and dedication. We couldn't have done it without you!

David Allen, *Salem State College*
Stacey Comito
Beth Ingle, *The Higher Education Assistance Group, Inc.*
Mary McGranahan, *Boston College*
Tina Sasseville, *Mt. Ida College*

Although the past year has been a busy one for us, the results of our efforts have definitely been well worth our time and hard work. We look forward to next season, but will first enjoy a much needed break this summer. See you in September!


Professional Development and Training


Nina Musante, *BankBoston*
Jan Marie Combs, *Harvard Grad. School of Education*

The Professional Development and Training Committee is wrapping up a very busy, fun and productive year! We would like to take this opportunity to review the workshops and thank our members.

To review, our committee produced more workshops this year than ever before: "Fisap Training" in August, "The Four R's" (Reading 'Riting, 'Rithmetic and Rhetoric) in October, "Presentations That Balance Entertainment with Information" and "Sandy Baum on Economic Issues and Education" at the MASFAA Conference, **two** "Basic Needs Analysis Workshops" and "A Conversation with Dr. Dallas Martin" in December, **four** Guidance Counselor Workshops in February, the "Support Staff Workshop" in February and the "Novice Seminar" in June. In addition to these workshops, we

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Committee Updates...from page 6

again produced the MASFAA calendar, which was distributed to the entire membership.

These events were designed to enable financial aid professionals of all levels to both hone the required skills and also broaden their perspectives on many issues. Additionally, we continued the trend of reaching out, inviting Bursars, Admissions officers and, new this year, Guidance Counselors to workshops in an effort to reach more people and demystify the financial aid process.

Perhaps we are biased, but we think we have some of the hardest working committee members in the business. In addition to holding down their own jobs, they put in countless hours coordinating speakers, registering attendees, orchestrating site details, publicizing events and tabulating evaluations. We would like to thank the following:

Kim Culver, *Education First/Chase Manhattan Bank*
Beth Feinberg, *Northeastern University*
Dawn Fusaro, *Bentley College*
Carrie Glass, *Regis College*
Beverly Guerrin, *Fitchburg State College*
Abbie Herrick, *ASA*
Shawn Morrissey, *Framingham State College*
Dan Pinch, *Emerson College*
Kara Romanelli Popkin, *Lesley College*
Martha Savery, *Nellie Mae*
Barbara Weber, *Bradford College*
Kristin Wollenberg, *Bentley College*

If you have any comments or ideas for future events that you would like to share with the Committee, we welcome you to contact **Jan Marie Combs** at (617) 496-3466 or **Nina Musante** at (401) 278-8161.

Public Relations/Hotline

Sally Connolly, *Massasoit Community College*
Melissa Shaak, *Babson College*

The Public Relations Committee is looking for volunteers! We need your help! In the coming year, the Public Relations Committee is going to redefine our role within the Association. Our focus will change from conducting the Financial Aid Clinics and Hotlines to han-

dling the public relations needs of the Association. Our goal is to determine what our various constituents need, and how best to use our resources to meet those needs. Your input is vital to our success! We also need help organizing focus groups with our constituents and interpreting the data we receive at those events. If you are interested in joining the Committee, please contact **Carrie Glass** at (781) 768-7184.

Technology

Richard Dutilly, *Framingham State College*
Ellen Kayser, *Montserrat College of Art*

The Technology Committee has had a very productive year! Our biggest news was the debut of our web site, www.masfaa.org, and the MASFAA list serve, list@masfaa.org. We're very pleased with the response and we're looking forward to more enhancements next year. Committee members kept busy contributing *MASFAA Newsletter* articles and presenting at the MASFAA Conference, the Guidance Counselor Workshops, the Support Staff Workshop, the Novice Seminar, the Massachusetts School Counselor Association and the American Student Assistance Conference.

The Committee Co-chairs want to thank the following members for their hard work and good humor:

Del Brown, *Essex Agricultural and Technical Institute*
Troy Davis, *Stonehill College*
Scott Jewell, *Bay State College*
Karen LaCroix, *Northeastern University*
Mike Mullaney, *Nellie Mae*
Kate Northway, *Northeastern University*
Barry Paine, *UMass-Boston*

Co-chair **Richard Dutilly** will be leaving the Committee next year to become the MASFAA Treasurer. Congratulations, Rich! Next year's Co-chairs will be **Scott Jewell** and **Ellen Kayser**. ●

Life After Debt: Results of the National Student Loan Survey

By Diane Saunders
Vice President for Communications and Public Affairs
Nellie Mae
dsaunders@nelliemae.org

In 1997, Nellie Mae surveyed a diverse group of student loan borrowers to help the financial aid community gain perspective on the impact of student loan debt on borrowers. The results of the National Student Loan Survey, which provide empirical data on which to develop assumptions, have been summarized below. To receive a copy of the complete report, contact **Michelle Morash** at 800-EDU-LOAN, ext. 2275 or via e-mail at michelle_morash@nelliemae.org.

- While there are pockets of burden among certain borrower groups, the majority of student loan borrowers are still able to successfully repay their student loans without a significant effect on their consumer and social behavior.
- Seventy-six percent of respondents said student loans were extremely or very important in allowing them to continue their education after high school.
- Borrowers who report the greatest levels of burden or borrowed at higher than average ratios are (1) those who borrowed large amounts but make lower than average salaries, such as art and music students; (2) Professional and some graduate students, particularly those who went to law school; (3) some African American students who disproportionately report that student loan debt changed their career plans or prevented them from attending graduate school.
- Average total debt has increased significantly since 1991. Average debt in 1997 (made up of 65% undergraduates and 35% graduate students, approximately) is \$18,800 (compared to \$8,200 in 1991). Median total debt (half higher, half lower) is \$13,000.
- Average undergraduate student loan indebtedness is \$11,400. Borrowers who attended public four-year institutions had an average of \$10,900 in student loan debt; those at private four-year institutions had an average of \$15,300; public two-year students had an average of \$5,900; and vocational/technical students had average indebtedness of \$6,200.
- Average indebtedness of graduate students overall (including undergraduate debt) is \$31,700 (with about one-third of this representing undergraduate debt). Broken down, borrowers who last attended graduate school had an average of \$24,500 in debt; while professional school students (e.g., law and medical) had an average of \$48,500 in student loan debt.
- Average percentage of borrowers' monthly income which goes towards student loan payment is 12% (median is 8%).
- About 54% of students who did graduate work in medicine, law or business have student loan debt levels exceeding their current salaries. Twenty-four percent of undergraduates who attended four-year private institutions, compared to 18% of those who attended four-year public institutions, have student loan debt greater than their current incomes.
- Forty percent of borrowers reported that their debt had caused them to delay buying a home, up from 25% in 1991; 31% said that they had delayed purchasing a car because of their student loan indebtedness, compared to 16% in 1991; 22% said their student loans had caused them to delay having children, up from 12% in 1991.
- Only 17% of respondents "strongly agreed" or "agreed" they had significantly changed their career plans because of their student loan debt.
- Non-white students who did not complete a degree

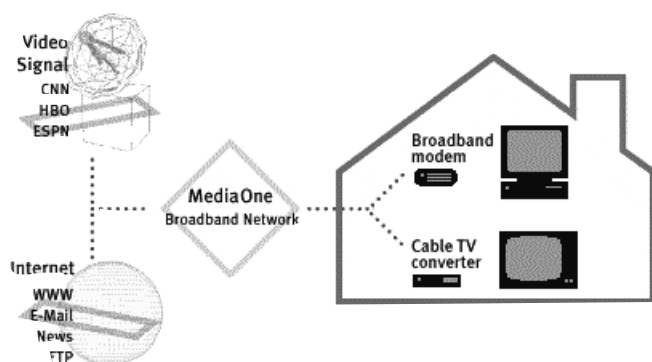
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What is Broadband?

By **Scott A. Jewell**
Director of Financial Aid
Bay State College
105715.1605@compuserve.com

Many of us have tried to obtain and keep up with the latest modem technology only to see this technology age overnight. The latest technology in the modem world is 56,000 bits per second (56K). However, it is rare that you can actually connect at that speed. Due to old phone lines and other problems, it is more realistic to expect to connect via telephone line at about 28-38K. What are our alternatives? Well, I suggest Broadband.

“Broadband is a single wire with enormous capacity that allows multiple transmissions, for example Broadband allows you to receive Cable TV and Internet access from one wire entering your home.” (MediaOne) When comparing a telephone modem line with a cable (Broadband) modem line, the Broadband connection is up to 50 times faster (soon to be up to 1000 times faster) than the traditional telephone modem. What does this mean? The Broadband connection will operate at up to 500K and with a Broadband connection you can download in a few seconds what would take 6-8 minutes with a 28.8K modem. This is how it works:



With broadband, you can have Cable TV service and Internet service all in one. If you compare the cost of each service per month, installation included, they would look like this:

Modem Connection	
Internet Provider	\$20.00
Dedicated Modem Line	\$15.00-17.00 per month
Cable TV	\$15.00-40.00 per month
<hr/>	
Total Monthly Cost	\$50.00-77.00 per month
Broadband Internet Connection and Cable TV Connection	\$75.00 per month (approx.)

Who can provide these services to you? Several companies have begun to offer Broadband service of one type or another, including MediaOne (formerly Continental Cablevision), RCN and Time Warner. You may want to call your local Cable company to see if they offer this service.

A tip from the Technology Committee: If you ever have a technical computer question or acronym that you don't understand, go to www.webopaedia.com for the answer.

(Editors' Note: The information and graphics for this article were obtained from MediaOne at www.mediaone.com) ●

MASFAA Training Event!

FISAP Workshop
Wednesday, August 19, 1998
Babson College, Olin 120

Registration materials and information will be mailed out in early July.

New FAFSA on the Web Debuts

The Department of Education unveiled a new version of FAFSA on the Web that will allow applicants to access the site and apply for aid using 40-bit, 56-bit, or 128-bit encryption. This should enable many more students to apply via the Internet. In addition, Netscape Navigator 4.04 has been certified for use with this site.

The browsers that FAFSA on the Web will support in this version are:

Netscape Navigator 3.0 - 3.04

(Windows 3.1, Windows 95, Windows NT, or Macintosh)

Netscape Navigator 4.0 - 4.04

(Windows 3.1, Windows 95, or Windows NT)

Internet Explorer 4.0

(Windows 95 or Windows NT)

For additional assistance, contact FAFSA on the Web customer service at 800-801-0576.

Debate Over Student Loan Interest Rates Continues

By Sherri M. Culp
Assistant Director of Financial Aid
Brandeis University
famsc1@brandeis.edu

In early May, the U.S. House of Representatives approved the Higher Education Act bill by an overwhelming vote of 414-4. Although this bill addresses many controversial topics, its approach to the student loan interest rate issue has certainly gained the most attention from lawmakers in the past few weeks. The House has proposed a somewhat radical compromise measure that would reduce the interest rate on student loans by 0.8 of a percentage point while lowering the lender profit margin by only 0.3 of a percentage point.

To accomplish this plan, the House has proposed the development of a new government bank subsidy. The House estimates that such a subsidy would cost approximately \$1.2 billion over five years. The House Budget Committee has discussed several ways to fund this costly measure, including the sale of precious metals by the Department of Defense, the relinquishment of over \$65 million in reserve funds held by guaranty agencies, and the disallowance of the declaration of bankruptcy on student loan debt. The Committee has also proposed a three-month extension of the time period in which the federal government declares a delinquent borrower to be in default, thus delaying the point at which the government must repay bad loans to lenders.

Although some may find the House proposal encouraging, the student loan interest rate debate is far from over. Upon learning of the House bill, the Clinton Administration immediately threatened a veto. While the Administration supports a reduced interest rate for student loans, it has, until recently, been heavily opposed to a government subsidy for lenders. In an attempt to reach a compromise, the White House has proposed a plan that would reduce the interest rate on student loans by 0.8 of a percentage point, lower the lender profit margin by 0.6 of a percentage point and provide lenders with a subsidy of 0.2 of a percentage point. This proposal also includes a provision for small lenders believed to be most at risk of abandoning the student loan program. Such lenders

would be eligible to receive an additional subsidy (0.2 of a percentage point) once they have created their new loans.

The Administration, which believes that the House has grossly underestimated the cost of its own proposal, estimates the cost of its plan at \$848 million over five years. According to the White House's Office of Management and Budget, the Administration's plan would cost approximately \$2 billion less than the House proposal.

As of press time, the vote is still out on the student loan interest rate controversy. While both the House and the Administration have made their views on the subject widely known, the Senate has failed to make much definitive progress in one direction or another. With July 1 just around the corner, many are concerned that the hourglass may just run out of time. In the event that it does, the students most in need of college loans may discover that there's no place but home...

(Editors' Note: The information for this article was taken from The Chronicle of Higher Education and ASA's Legislative Update.) ●

Life After Debt...from page 8

were significantly more likely than white students to say loans had prevented them from staying in school.

- Lower income students (those who had received Pell Grants) were more likely than other undergraduate respondents to have debt exceeding \$20,000 (16% of Pell recipients were at this level versus 12% of other undergraduates).
- Over one quarter (26%) of survey respondents said they had used credit cards to help pay for higher education costs.
- Respondents have higher monthly non-education loan debt than student loan debt, and feel equally burdened by both forms of debt. Ninety-seven percent of respondents had non-education loan debt, with an average monthly payment of \$1,000 (mean is \$700). ●



Job Opportunities

Check These Out...

Administrative Assistant, Holyoke Community College

Holyoke Community College is seeking an Administrative Assistant to take primary responsibility for the routine exchange of electronic applicant and recipient data between the College and the U.S. Department of Education and the review of student files. Responsibilities will also include assisting with the administration of Federal and State aid programs (particularly the Pell and MASSGrant programs), preparing administrative reports and surveys, maintaining administrative records, assisting with the monitoring of satisfactory progress, and performing other duties as required.

The required qualifications include at least two years of full-time, or equivalent part-time, experience in office management, office administration, or business administration, the major duties of which include one or more of the following functions: purchasing, personnel management, budgeting, accounting, records management, work simplification, grants management, contract administration or program management. Preferred requirements include experience working in a Financial Aid Office, good working knowledge of federal and state financial aid rules and regulations, experience working with PowerFAIDS software, and familiarity with Microsoft Word and Excel.

Send a letter of interest and resume, with three reference names, addresses, and telephone numbers, to: **Maureen Wildey**, Director of Human Resources, Holyoke Community College, 303 Homestead Avenue, Holyoke, MA 01040.

Assistant Director of Financial Aid, New England Conservatory

New England Conservatory is seeking an Assistant Director of Financial Aid to administer the Perkins Loan collection process, conduct entrance and exit interviews, administer the Pell Grant program, and award and verify students. Additional responsibilities will include counseling parents and students, working with faculty and administration, working with the work-study program, assisting the Director with the operation of the office and managing and supervising paper flow to ensure timeliness and accessibility of needed materials.

Must have a Bachelor's degree and a minimum of two years of related experience. Must also have computer experience (Colleague/Datatel preferred).

Send a cover letter and resume to: **Human Resources**, New England Conservatory, 290 Huntington Ave., Boston, MA 02115.

Financial Services Representative, Northeastern University

Northeastern University is seeking a Financial Services Representative to advise students on the availability of financial aid and administer the financial aid delivery system. Responsibilities include analyzing financial need, determining eligibility, and formulating financial aid packages. Additional responsibilities include counseling/advising stu-

Continued on page 19

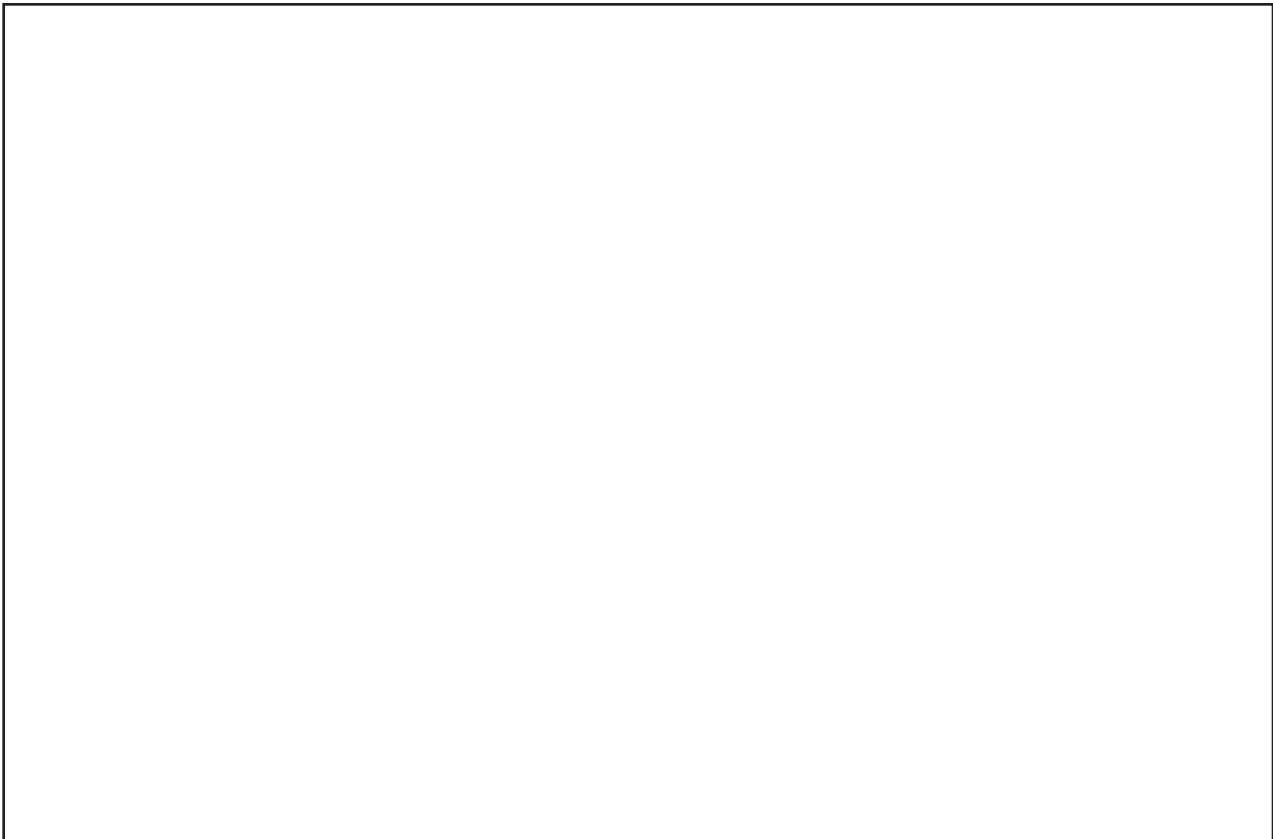
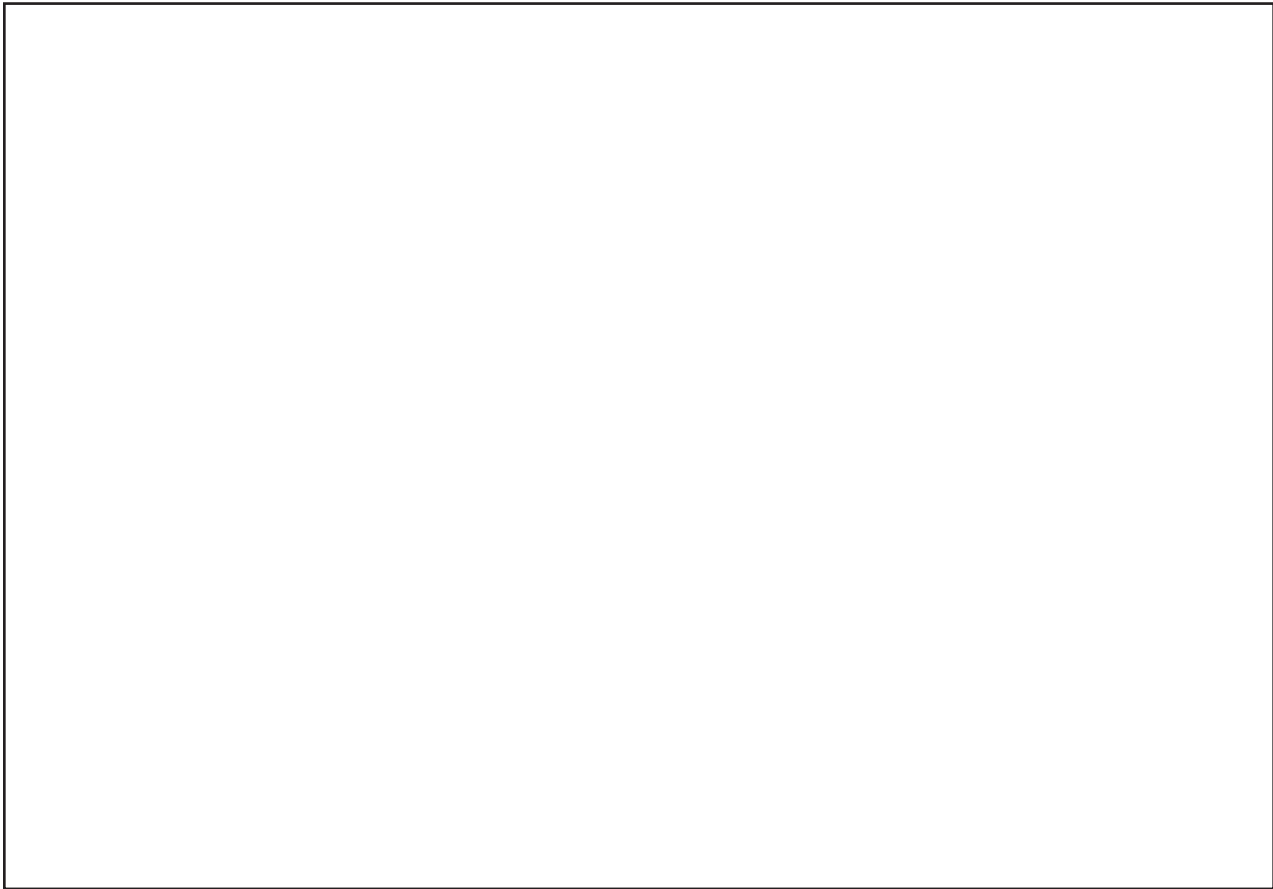
The College Board

1998 Summer Institute on Financial Aid Administration

July 26 - July 31, 1998

Ferncroft Conference Resort, Danvers,
Massachusetts

For more information about
the Institute or for registration
materials, please call *Rosalie Curcio*
at the New England Regional
Office of the College Board at
(781) 890-9150 or send e-mail to
rcurcio@collegeboard.org.



FTP - File Transfer Protocol

By Barry Paine
Senior Associate Director of Financial Aid
University of Massachusetts-Boston
b.paine@umassp.edu

By accessing a web page whose URL (Uniform Resource Locator) begins with “ftp” (e.g. Novell’s ftp server URL is ftp://ftp.novell.com), you can navigate folders/directories, view files (including HTML [Hypertext Markup Language] and image files), download software, and upload software. You might use links to FTP server sites for downloading updates or patches to application software from software or hardware vendor sites.

Web browsers let you access FTP servers in the same way you access World Wide Web HTTP (Hypertext Transfer Protocol) servers. However, you may find the FTP directory and content pages have minimal formatting. When possible, they will show the type, size, date, and a short description of each file in a directory. A directory is presented as a list of links, each link is often preceded by a small icon indicating another directory or a file. Clicking a directory link displays a subdirectory. Typically, at the top of a subdirectory is a link that displays the parent directory.

Clicking a binary file or program automatically downloads the software to a folder on your computer. (On the Mac OS and Unix, this folder can be designated in the Applications panel.) After downloading, most browsers automatically look for a suitable helper application to launch the file. If the necessary helper application is not available, a dialog box asks whether you want to save or discard the downloaded software. This would be the case, for example, for a PDF (Portable Document Format) file used by the *Acrobat Reader* application. If you had *Acrobat Reader* installed on your computer it would ask you if you wanted to launch the *Reader* program to view the file. If you did not then you could save the file and download the *Reader* application later and view the file after you had installed the *Reader* software.

There is one other basic type of file commonly downloaded and it is a compressed or zipped file. Files are

compressed or zipped to reduce the amount of time it takes to download them. Compressed or zipped files come in two flavors, self-extracting and zip files. Self-extracting files are easily identified by their “.exe” file name extension (e.g. “example.exe”). These files are expanded by executing the file (i.e. double clicking on the file in Windows Explorer) or typing the file name at a DOS prompt and pressing Enter, or using the “run” command in Windows. After the file has been executed, the expanded file or files are ready for use.

Zipped files are identified by their “.zip” file name extension. These files are expanded by using a program such as *Pkzip* or *Winzip* to unzip them. (On the Mac OS, the equivalent of zipped files are Stuffit archives, which are identified by the “.sit” extension. These files are expanded by using StuffIt Expander.) These programs are available for download as shareware from any number of sites. Again, once the files are unzipped or unstuffed (a.k.a. expanded) the files are ready for use.

Note that not all files are downloaded using FTP. By using the pop-up menu or by clicking a link with the Shift key held down (Option key on the Mac OS), you produce the dialog box for saving an HTTP page, an image file, or other file type to disk. Files downloaded in this manner are usually viewed using a browser or some type of multimedia software.

After you have accessed an FTP server, you can also upload files to the site by dragging and dropping files from the desktop to the browser. Alternatively, after you’ve accessed an FTP site, choose the File menu’s Upload File item. In the resulting dialog box, select the file on your hard disk that you wish to upload. Note that you need “write” privileges to the FTP server (permission granted from the site) to upload files.

FTP is also in fact a stand-alone program that can be run on both the host machine (the FTP server) and the client machine. In this configuration, the user would connect directly to the FTP server by running the FTP program on his/her local machine and connecting via the Internet. ●



Agency Calendar of Events

June

- 17-18** **ASA:** “Annual ASA Spring Conference,”
Westford Regency Hotel, Westford, MA
- 19** **ED:** “Direct Loan Update Training (Current Users),” 9:00 am - 4:00 pm
10 Causeway Street, Room 343, Boston, MA

Contact People and Numbers

For information regarding any of the above training sessions, or for one-on-one training sessions, please note the following contact people and numbers:

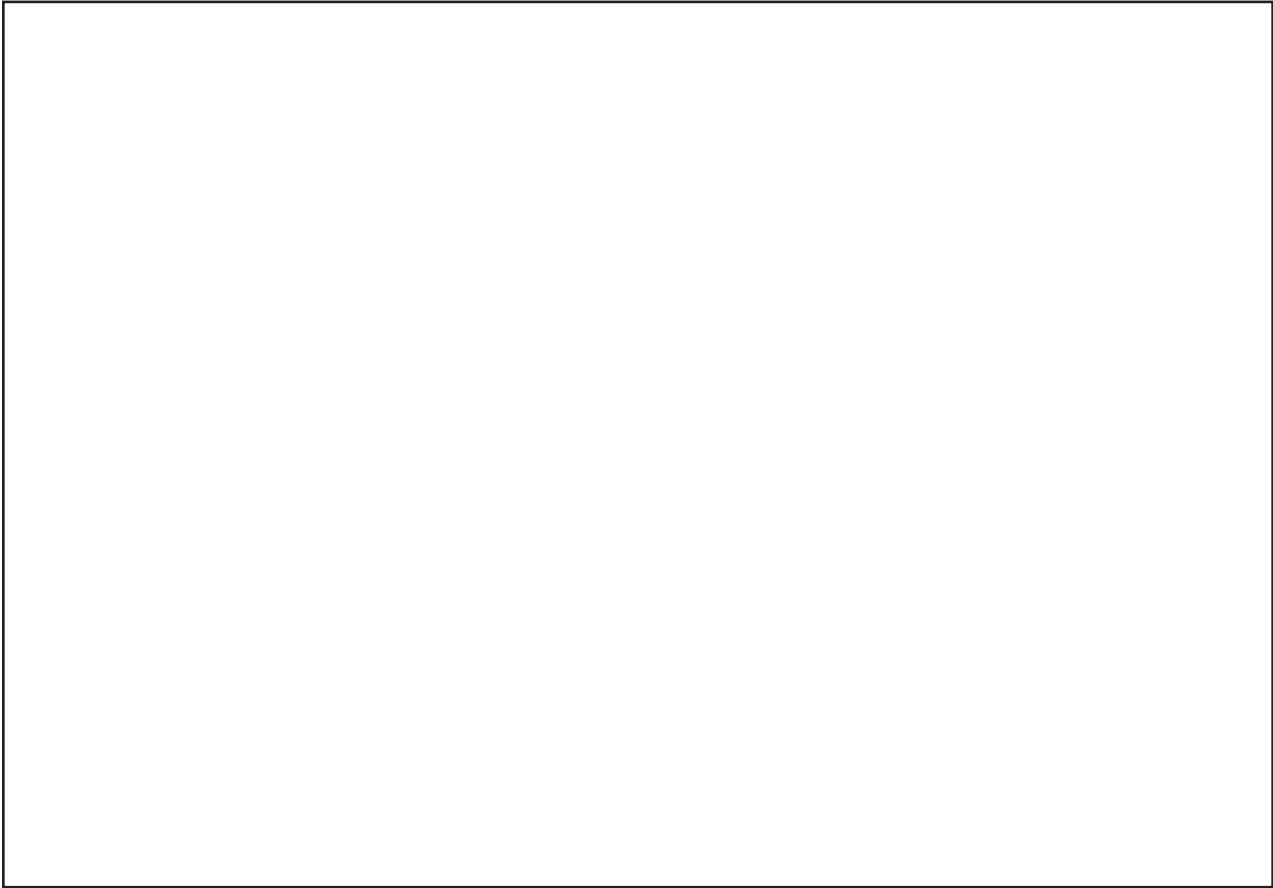
- ASA:** *Jeanette Langham*, Training Assistant, (800) 999-9080, ext. 3099
CSLF: *Thomas P. O’Hare*, Manager of Client Services, (617) 598-6023
ED: *Amy Carnie*, Training Contact, (617) 565-6911
FAS: *Sandra O’Connell*, VP of Operations, Financial Aid Services, Inc., (978) 858-3888
MEFA: *Scott Prince*, External Relations Manager, (617) 261-9760, ext. 214
USA Group: *Julie Bootcheck*, Senior Marketing Representative, (317) 578-6559

Education Tax Law Publication Now Available from IRS

To order this publication, call 1-800 TAX FORM and request notice 97-60, publication 3064.
For bulk orders for institutions, contact the IRS Taxpayer Education Office
at 617-565-4325 FAX # 617-565-1379.

Mail requests to: **IRS Taxpayer Education**
P.O. Box 9122
Stop 40726
Boston, MA 02203-9112

(You must provide a STREET address, not a post office box.)



MASFAA Visits Capitol Hill

By Debra J. Shaw
Group Director, Product & Outreach Services
American Student Assistance
shaw@amsa.com

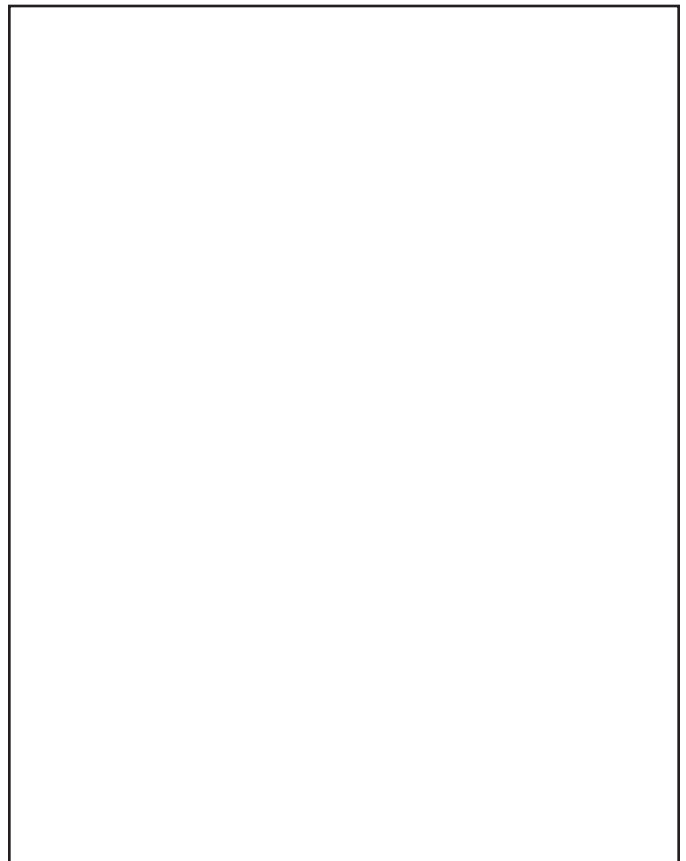
At the EASFAA Conference, May 17-20 in Washington, D.C., a group of MASFAA members visited Capitol Hill to offer our thanks and share our concerns regarding Reauthorization. The MASFAA contingency included:

George Covino, ASA
Lucia Darling, Mt. Ida College
Laurie Hogan, Harvard University
Michelle Miller, UMass Boston
Shawn Morrissey, Framingham State
Tom Murphy, MEFA
Kathie Nolan, MASFAA President-Elect,
Bentley College
Barry Paine, UMass Boston
Scott Prince, MEFA
Karen Rockwell, Harvard Public Health
Martha Savery, Nellie Mae
Gregg Senosk, American Express
Debra Shaw, ASA
Patti Shefelbine, Smith College

On Tuesday, May 19, the MASFAA contingency met with Congressman James P. McGovern (D) and his legislative assistant Cindy Buhl. Congressman McGovern shared his thoughts on Reauthorization and asked for our support as Reauthorization moves to the Conference Committee in late June. We also met with Senator Kennedy's (D) education staffers Mariana Pierce and Jennifer Kron. Mariana and Jennifer shared their understanding of the urgency of resolving the interest rate issue by July 1. The Senate is scheduled to take up their Reauthorization Bill (S. 1882) on June 5th. ●



The MASFAA contingency poses for a picture before meeting with Congressman James P. McGovern and Cindy Buhl.



Job Opportunities...from page 12

dents and parents on financing options (e.g., loans, payment plans, lines of credit), formulating financial plans, supervising staff and presenting and marketing University financing options at student recruitment-related programs.

A Bachelor's degree is required as well as a minimum of three years of professional experience in a financial aid office, college financial planning or student loan department. Must demonstrate proficiency in Title IV regulations with an emphasis on needs analysis and verification procedures. Must possess strong communication, interpersonal and organizational skills. Must be able to travel.

Send a cover letter and resume to: **Elaine Scarmoutzos**, Student Financial Services, Northeastern University, P.O. Box 75, Boston, MA 02117-0075.

Assistant Director of Financial Aid, Pine Manor College,

Pine Manor College is seeking an Assistant Director of Financial Aid to report to the Associate Dean of Admissions and the Director of Financial Aid. Responsibilities include determining student eligibility for federal, state, and institutional funds based on federal and institutional methodology. The Assistant Director will also make awards, distribute Title IV funds and institutional aid. Additional responsibilities include managing the federal and state loan and scholarship programs, the Federal Work-Study program, processing Pell payment and EDE functions, counseling students and parents on availability, eligibility, procedures, and alternatives for financial aid. This position also includes participation in open houses, orientations, and other financial aid and admissions activities as assigned.

A Bachelor's degree and five years of experience in a full-time financial aid position that demonstrates progressive responsibilities is required. Experience with EDE, Powerfaids, and MS Office is helpful. The salary range is \$30,000 to \$35,000, depending on experience.

Send a cover letter and resume to **Linda Schoendorf**, c/o Human Resources, Pine Manor College, 400 Heath Street, Chestnut Hill, MA 02167. •



In Memoriam

MASFAA has contributed \$200.00 to the Robert H. Gilman Memorial Scholarship Fund at Mount Wachusett Community College.

Bob was Director of Financial Aid at MWCC for many years, and was a member of MASFAA during that time.

He passed away on September 29, 1997, and will be remembered by many as a dear colleague and friend.

On the Lighter Side: Financial Aid Jokes and Anecdotes

(Editors' Note: The following was reprinted from the Financial Aid Information Page at www.finaid.org)

Charles Smith Brother 4'10"
Sarah Smith Sister 20" (newborn baby)

Jokes

Did you hear about the banker who was arrested for embezzling \$100,000 to pay for his daughter's college education? As the policeman, who also had a daughter in college, was leading him away in handcuffs, he said to the banker, "I have just one question for you. Where were you going to get the rest of the money?"

I will never be able to use the phrase "verify household size" without thinking of this case.

Related by Julia Clayton, Associate Director of Financial Aid at the University of Utah:

A student called one of our lenders, and said, "I got my check for the Stafford Loan today. That was nice, thanks. Now, where and when can I pick up the check for my Family Contribution?"

Funny But True Anecdotes

Related by Marilyn Entrom, Assistant Director of Financial Aid at Wheaton College:

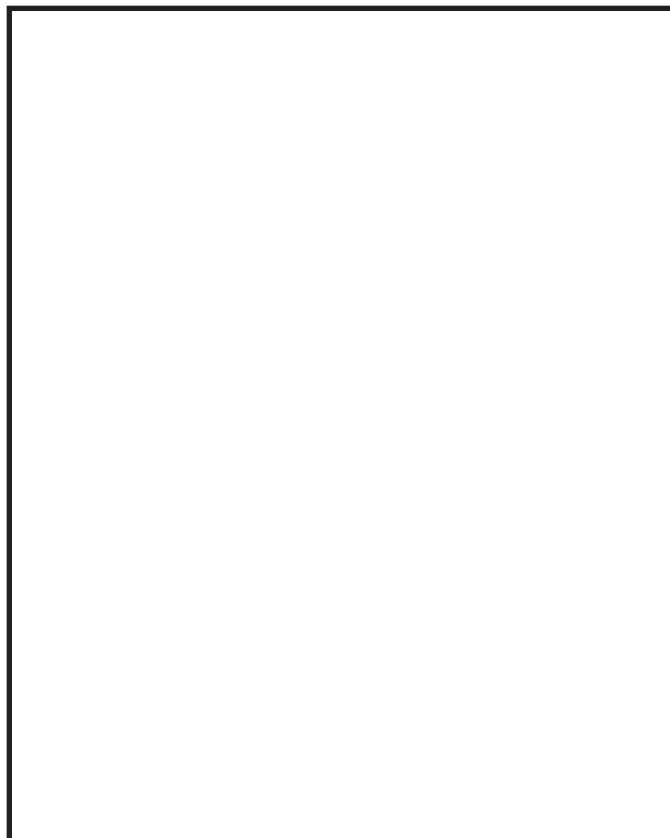
Continued on page 22

When the Unsubsidized Federal Stafford Loan first came into existence a few years ago, some of our students were (naturally) a bit confused about what it was. Demonstrating just how confusing financial aid terms can be, one of our students sent us a loan application with a note that said, "Enclosed is the application and promissory note for the UNSUBSTANTIATED loan."

Related by Sherwood Johnson CUNY:

We had a student from a very large family submit a SAR that was selected for verification. The student was a permanent resident who had been in this country for only a few years. We informed the student that he was required (among other things) to verify his household size of 12. For this the student was given a verification form and told that he could attach a separate sheet for additional family members. So the student took the form home for completion and lo and behold the form came back verifying the household size as follows (not real names):

John Smith	Dad	5'9"
Jane Smith	Mom	5'3"
Peter Smith	Brother	5'11"



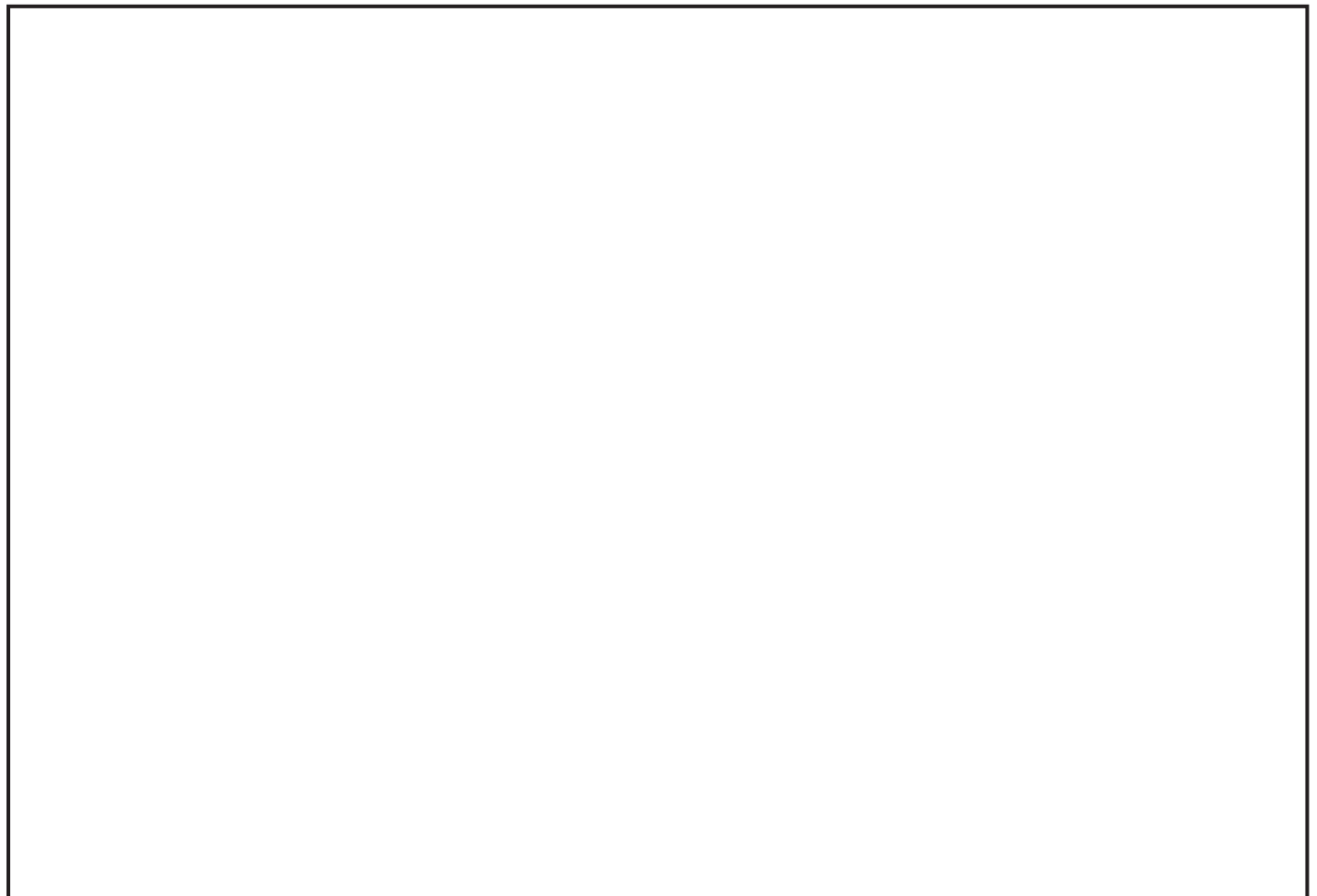


The New England Conservatory is proud to announce the promotion of **Jill D'Amico** to Director of Financial Aid. She formerly held the position of Assistant Director.

Scott Lewis, formerly Senior Assistant Director of Financial Assistance at Bentley College, has taken the position of Compliance and Technical Support Coordinator at Harvard University. ●

Watch your mailbox for the ballot regarding the proposed By-Law changes to the Nominating Committee process.

Don't forget to vote!



Related by Ron Stamps of Xavier University:

Yesterday, a woman finally decided to call her financial aid counselor (me) since she kept sending her SAR back to the Feds for correction and they wouldn't correct it. I asked her which item she was correcting. She said, "My son filed a 1040EZ and that paper keeps saying that he filed a 1040A/EZ. Why don't they correct it?"

Related by J. Patton of USI:

A nursing student with a very high GPA got really upset because the toll-free number printed on our missing items letter wouldn't work for her. She ended up calling me on the local line. While she was "chewing me out," I looked up her address on my terminal. She lives right here in Evansville. When I explained that the toll-free number was for long distance only, she insisted that we include that bit of information in our letter. ●

MASFAA Mailing Labels

The MASFAA Membership mailing list is made available to members only for purposes of announcing job openings and for other MASFAA related business.

To order mailing labels, contact **Kelly Morrissey**, Membership Chairperson, at (978) 636-6600, X382 or k_morrissey@mwcc.mass.edu.

There is a \$25.00 administrative charge for each set of labels ordered.

Check Out MASFAA on the Web!

Visit the Association home page at:
www.masfaa.org

Our site features such items as:

Membership Database
MASFAA Handbook
MASFAA Newsletter
Membership Application
Calendar of Events
Technology Contact List
Message From the President

Attention All Volunteers!

The following MASFAA committees are still looking for volunteers 1998-99!

Graduate and Professional Concerns
Professional Development and Training
Public Relations
Legislative Affairs
Technology
Membership

For detailed information about each committee's mission, please go to the MASFAA homepage at www.masfaa.org

If interested in becoming a volunteer, please e-mail **Julie Shields-Rutyna, MASFAA Secretary,** at shieldju@hugse1.harvard.edu or complete the Committee interest form featured in the April issue of the *Newsletter* and send it to Julie.

As a word of encouragement...involvement in professional activities is a wonderful way to contribute to the Association and also enhance your own professional development!



Calendar

Here's What's Happening...

June

25-26 Electronic Aid Office Workshop
ED Regional Training Facility, Boston, MA

July

1 1998-1999 MASFAA Leadership takes office

15-18 NASFAA Conference
Chicago, IL

26-31 1998 Summer Institute on Financial Aid
Administration
Danvers, MA

August

19 FISAP Workshop
Babson College

**Have A Great
Summer
&
We'll See You in
September!**

The MASFAA Newsletter

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