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# NYSOBBA

## Quarterly



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### FAREWELL SPEECH

As the world goes--so goes NYSOBBA. The state of the economy has had its effect on us this past year.

We approached our fall meeting with high anticipation. Response from the membership was great. We expected a record turnout. The program was exciting. Remember Liberty Scholarship? At the last minute travel for many was restricted. Speakers cancelled or simply failed to show up. Members cancelled faster than Don and I could take the calls. We played to a near empty house and Don Avellino was left alone to finesse us through this near disaster because Debbie was ill with the flu. I am here to tell you that Don successfully reduced our losses and he did it with style.

We called on the membership to get involved and get involved they did. I called on the conference committee to plan in advance, and plan they did. By October, the conference directors, Don Avellino, Bill Ian-nuccilli and Debbie Weber, had formed seven committees comprised of many people who had seldom if ever been actively involved in NYSOBBA planning. They planned a June conference that was creative and exciting--something for everyone. I was invited to sit in on a planning session and the enthusiasm I witnessed was delightful to see. But in the end, after much debate, the Board reached the conclusion that the anticipated attendance would not justify the expense. Out of consideration for the vendors who faithfully support our conference each year, we cancelled the June conference. Debbie Weber worked diligently and successfully recovered most of our advance deposits.

The Professional Development Committee, chaired by Jim Vetuskey, worked extremely hard on planning and presenting programs. Sadly, most were poorly attended. Again due to travel and financial restrictions. So

## Farewell Speech cont'd

it seems at every turn we met adversity.

So Bursars and Financial Officers we have had to deal with budget cuts, staff reductions, increased audits, increased disallowances, low moral and heavy workloads.

As the executive Board and Regional Directors, we felt we should act in a prudent way, reducing spending and treading water while waiting for the tide to turn. We played on Miss Adversity's field, by her rules and we survived by standing back waiting for the right time to resume activity.

NYSOBBA's finances are sound and the membership is stable. Our ever faithful vendors continue to support our efforts and our relationship with Higher Education Services Corporation has never been stronger. They have always been available to assist us and work with us. It has been a positive relationship.

The waters are still rough, the economy has not reached a sturdy state but we are ready to move forward with a new administration. To those who are leaving the board for other endeavors, John Karrer, Debbie Weber and Gwen Connors, we offer our best wishes and heart felt thanks for your contributions and loyalty to NYSOBBA.

To those who will be new to the board, I say welcome. We need your

fresh ideas, your leadership and your help.

To the Board I have worked with during this administration, I wish to offer my sincere thanks for their patience and support. You have been wonderful to work with. I will always remember you and the past two years. And to the membership, I wish to tell you I have grown and learned from my experiences as President of NYSOBBA. I thank you for that opportunity.

This was Kay Schmalz's farwell speech given at the Fall Conference.

## Items of Importance

The new directory is being prepared for press as you read this. There are currently 70 plus members who have not returned their renewal forms. If you wish to be listed in the directory, please mail your forms today.

People attending the Fall conference who did not return the conference evaluation form please take a moment right now to fill it out and mail to Lucy Wiertel at Hilbert College. Getting these forms back is very important to those people who will host the next conference.

The next newsletter will be published in March. If you have an article you wish to submit, please send it to address below before February 15, 1992.

Barbara Dupre  
Suny Brockport  
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## Dick Augustine Named New President of NYSQBBA

WELL!! The time has finally arrived. After fourteen years of active service, I am being honored to serve as your eighth President in this most prestigious organization. As your new President, I pondered what way would be the best for me to lead during my term. One of the first suggestions I received from John Karrer was just be quiet and don't rock the boat. HESC will have enough trouble just thinking about you as President.

As my predecessors have said in the past, the strength and direction of the organization is in the hands of the area directors, officers and most importantly, you the members of NYSQBBA. My years of membership to this organization have shown me numerous leaders who have given us the credibility we have today.

I know at this time in our careers, we are all facing some severe economic conditions, both in the public and private sectors. The State of New York as we all know is in extreme financial crisis. The prospect for the future is not bright. It seems that we as an organization seem to become more of a cohesive unit during crisis situations. I see us all working with new problems being created by HESC due to New York State budgetary constraints. Liberty scholarships I feel will still be on the back burner for a while but we should still be preparing ourselves to implement the program at a later

date. I look forward to working with HESC to suggest modes of operation between them and all higher educational institutions. With HESC's budget being cut by one-third, we must all muster our forces to use new technology to speed processing and payments as their staff and ours will not be growing in the coming years.

As Kay pointed out in her acceptance speech two years ago, I see an extreme amount of effort being placed on in service training and updating of skills. With fewer dollars to work with, we must come up with more efficient ways of operating which will take a concerted effort on the entire membership to share and work with others to become model financial operations within our institutions.

I promise to all of you my sincere dedication to serving you in whatever way possible to move the organization forward. I will make a strong effort to visit every region and hear your suggestions or complaints, if any, to help implement or share with the entire membership. I sincerely hope that within the next two years we can work with NYSFAAA to have a joint conference so that we as a total financial family can share and exchange thoughts and ideas.

On behalf of the Board, I would like to thank you for your vote of confidence. As I stated, we the Board are committed to working for you. Let's all work together by actively participating in your re-

Cont'd on last page

# FALL CONFERENCE

The Fall Conference at the Desmond Americana, November 13-15, 1991 was a huge success thanks to the hard work of Lucy Weirtel of Hilbert College and Sally Luton of Rochester Institute of Tech.

Fifty four members were in attendance for the two day conference. The turnout was good given the travel constraints many institutions are facing.

The speakers provoked thoughts on such topics as Ethics in decision making, How to influence your boss, and as always, whats new at HESC.

Election of new officers was held during the business meeting. Your new officers are:

President: Dick Augustine  
V President: Larry Cass  
Secretary: Lucy Weirtel  
Treasurer: Larry Brennan  
Past Pres.: Kay Schmalz  
Central: Carol Beaudoin  
Genesee V: Sally Luton  
Long Island: Don Avellino  
Mid-Hudson: Joseph Weglarz  
Northeast: Lia Catalano  
Nothorn: Michael Chauvin  
New York City: Bill Iannuccilli  
Western: James Dunn  
Editor: Barbara Dupre

Experience is what you get  
when you don't get what you  
want.

## Upward Management

How to Influence Your Boss  
By Mr. Donald Cushman

One of the most important but difficult areas of communication for the effective management is that intended to influence those in positions above them. He or she may believe in and practice good two-way communication with their peers or with those who work for them, but how can they reach those for whom they work?

Three factors in particular to consider in sending such persons messages they will listen to and act upon are their: 'Significant Others', 'Filter Categories', and Managerial Communication Styles.

**SIGNIFICANT OTHERS:** To be more influential, become one of the 'significant others' for the person you wish to influence.

In an average day a manager will have substantial communication with between 15 and 25 people. Some of these will be significant others, i.e., people to whom your boss listens carefully and is likely to be influenced by.

**FILTER CATEGORIES:** These are groupings of information which, through our experience, we come to deem important and give most attention to. Appeals to these categories of others tends to be most effective in influencing them. The way we store the information we

process, i.e., memory, is an important consideration in this.

Short-term memory, 8-12 hours. Information here is stored sequentially. If information you provide is stored here by your boss and you do not somehow relate it to his filter categories in some manner, it will be lost no matter how interesting or important it may be to you.

Long-term memory, retained after 12 hours. This information is stored topically. You are most likely to influence your boss if you provide NEW information that enhances his filter categories in long-term memory.

#### MANAGERIAL COMMUNICATION STYLE:

There are a number of different styles by which a manager receives and gives information. Taking your boss's predominate style into consideration when designing a message meant to persuade him or her will make that message much more effective.

Analytical Style. (Decisive, delegator, gives feedback) Strengths of this style; the person tends to be logical, systematic, thorough, critical, serious, precise.

Driver Style. (Planner, Operationalizer, Actor, a person who prefers to do things rather than talk about them). Strengths of this style; This person tends to be independent, pragmatic, candid, determined, decisive, efficient.

Amicable managerial style. (Strong interest in group cohesion). Strengths of this style;

Cooperative, diplomatic, loyal, supportive, patient, respectful.

Expressive managerial style. This is usually an informational, anti-bureaucratic style with a good deal of interest shown in new things and approaches. Strengths of this style; Imaginative, outgoing, friendly, enthusiastic, spontaneous.

Mr. Donald Cushman is Professor of Communication at the State University of New York at Albany and holds a Ph.D. in Communication from the University of Wisconsin. He has served as Chief Administrator for seven U.S. Army education centers in Korea. As a teacher he has won Outstanding Teacher Awards from each of the five Universities at which he has taught and in 1986 was featured as one of the outstanding teachers in the field in "Communication Quarterly". These are just a few of Dr. Cushman's many accomplishments and awards

## ETHICS AND DECISION MAKING

Paul Miesing and John Rohrbaugh shared the spotlight to discuss Decision Making. Paul discussed the ethics in decision making and John discussed the use of Computers in Decision Making.

Paul Miesing is Chair of the Management Faculty at the Business School of the State University of New York at Albany. John Rohrbaugh is Associate Professor of Public Administration and Organizational Studies at the State University of New York at Albany. His Specializa-

tion is Managerial Decision Making and Administrative Behavior.

Paul stressed that you need to make your own basis to determine your ethics and ethical decisions you would make. (Ethics, as defined by Webster's Dictionary: The study of standards of conduct and moral judgement; moral philosophy. The system or code of morals of a particular person, religion, group, profession, etc.). You must look at several cases of belief in making ethical decisions including social, political, and legal. You must also consider the beneficiary, the consistency of the decision. the justice and the liberty.

Paul also stated three rules to consider: (1) is action in the public interest?; (2) does the action serve the organization mission?; and (3) does the stake holder do business with us?

John gave us a computer format to assist in decision making. That format is more analytically driven but gives you an unemotional look at the issue in question. By rating the performance and weighing these ratings, you should be able to arrive at an informed decision. Your alternatives would be your course of action and your criteria would be the concerns, costs and benefits, or pros and cons.

## HESC UPDATE

Neil Foley, Milton Wright, Peter Keitel, Frank Hines and Brian Matthews were on hand Friday morning to discuss HESC issues. They are always as eager to come and talk to us as we are to hear what they have to say.

Neil Foley's opening remarks reiterated the need for cooperation and communication during these difficult times. HESC, like all of us is trying to get the job done while faced with many constraints.

Milton Wright discussed statistics about the loan program that reflect the soundness of the program in New York State. He stated the loan program is up significantly hitting one billion dollars for the first time since 1985. Loans guaranteed from April '91 to September '91 for the academic year 91-92 was up 14.3% from last year.

Milton went on to say that they are attracting lower risk loans which help to increase the financial strength of HESC. He also stated that the surge in defaults is over. Defaults have declined by 38% from the previous year.

Milton feels that these encouraging figures reflect the commitment of HESC to work with the schools and the schools working with HESC.

Milton also discussed (EFAN) the electronic funds transfer network. He is hopeful it will be available for the 92-93 academic year. He also expects no fees to schools at this time.

# Central Region News

## Birth Announcement

Susan and Donald Cieri are the proud parents of a baby boy. Susan is a member of the Bursar staff at Syracuse University. David Allen Cieri was born October 3, 1991 and weighed in at 5 lb. 6 ozs. David Allen's arrival was about six weeks early due to an automobile accident that Sue and Don were innocent victims of. Sue is recuperating at home and I'm sure she would enjoy hearing from her colleagues in NYSOBBA. Cards and letters may be sent to Sue at her home address; 534 Sayles Street, Oneida, NY 13421.

## Fall Central Region Meeting

A Fall Central Region Meeting was held in Syracuse on October 22, 1991 in the Goldstein Student Center.

Mr. Jack Dati, an attorney representing the law firm of Bond, Schoeneck & King, spoke to us on the new bankruptcy laws and how they affect educational institutions. He presented the group with a handout and, if anyone is interested, I would be happy to send the information along at your request.

We were also given a presentation on Syracuse University's new New York State Awards on-line system. Members from the Administrative Information Systems and Susan Bogucz, New York State Awards Coordinator, were the presenters.

Margaret Stearns, Assistant Director of Central Processing at

Peter Keitel discussed the re-authorization bill for federal aid. He said it could, as proposed now, eliminate the duo application for federal and state aid. We may need to go back to a separate TAP application. Peter also brought up the fact that the federal government may restructure the loan program taking it out of the State's responsibility.

Frank Hines discussed ideas being discussed in Albany on what to do if the budget is not passed on time again this coming year. One idea was that HESC would send action letters to students who apply for TAP. The action letter would notify students if their application is accepted or denied based on information from 91-92 year.

Frank also stated the TAP manual is in rewrite stage and hopes to share with NYSOBBA Liaison Committee by the end of the year. Also stated that Summer 91 RA's will probably be sent in September 1992. HESC will be prepared to process returned RA's on October 1, 1992 but not before due to language in current budget.

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Syracuse University, spoke on postal automation and how it is changing the way we mail. Margaret had some very important tips on how we can save money on our mailings.

I am looking forward to our Spring Central Region Meeting in April at a date and place to be disclosed later.

Article submitted by  
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NYSOBBA

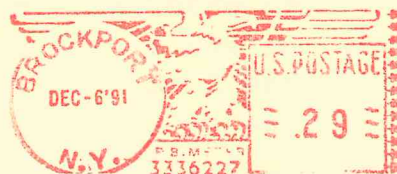
gions and informing the Board of any needs or programs you are looking for in your region.

In closing, I would like to take my first official act as President to thank Kay Schmalz for her term as President, Deborah Weber as Secretary and Gwen Connor as Treasurer. Their commitment and service to NYSOBBA has been invaluable. Thank you and we hope you will continue to serve as a prime example of ideal leadership.

I also wish to thank the exiting regional directors and ask for their continued input and leadership within their regions.

## NYSOBBA NEWSLETTER

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