

# NYSOBBA

## Quarterly



Vol. 5 No. 2

July 1992

## CONFERENCE '92

The Annual Spring Conference for 1992 was a huge success thanks to the hard work and dedication of Lucy Weirtel from Hilbert College in Buffalo and Dorothy Watson from Windham Associates.

The conference was held this year at the Marriott Hotel in Amherst, New York. Amherst is a suburb of Buffalo located 15 minutes from downtown Buffalo and 25 minutes from Niagara Falls, New York.

1992, being an Olympic year, inspired the conference organizers to give this year's conference a theme of "Olympic Odyssey".

The charge of the entertainment committee was to create an Olympic atmosphere throughout the conference. Two new members of NYSOBBA, Laurie Freeman and Linda Chrzan, both from Suny Brockport, accepted the challenge. With a lot of hard work and a light hearted approach, Linda and Laurie created the first night's entertainment they called "Office Olympics". The office olympics was designed to test the most important aptitudes necessary to all professionals (ie: imagination, ability to think on the run, give and follow directions, and maneuver a maze of obstacles). Four teams of four members each accepted the challenge. Everyone had a great time and a lot of laughs as each team worked through the games to earn points. Olympic ribbons were awarded to the teams for 1st, 2nd, 3rd, and no place.

Dick Augustine organized the annual golf tournament again this year with 24 participants. The tournament was held at Glen Oaks Course in East Amherst, New York. Dick succeeded again this year in picking the wettest day of the conference to hold this prestigious event. In the true olympic spirit the weather did not dampen the spirits of this hardy group, most of which stayed on the course for the entire 18 holes. The winners were: female 1st place low net Laurie Freeman, and 2nd place low net Barbara Dupre. The men were 1st place Frank Roa high gross - low net and Jim Vetuskey 2nd place low net. Frank Roa took possession of the coveted green jacket until next year. Congratulations to all winners.

And the Olympics did not end there.....

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Lucy and Dorothy also planned events for Monday and Tuesday evening that at the time of planning did not appear to be olympic related...but NYSOBBA members can't resist a real challenge. During the Monday evening trip to Niagara Falls, our own Jack Edwards from New Paltz made a fearless Bungy Jump from 120 feet above the earth with a huge rubberband attached to his ankles to stop his untimely departure from this world. This attempt at suicide was completely voluntary. The event was video taped and replayed later that evening in the lounge of the Marriott Hotel. Jack's response after returning to earth - "Oh s\_\_\_ what a rush". Jack stated he would like to try it again.

Monday evening's events did not end there. The Marriott Hotel hosts Karaoke in the lounge on Monday nights. Karaoke, for those who are not familiar with this term, is a sing along by members of the audience. It is made simple by flashing the words to songs on a TV screen. Your singing debut is recorded by the people who run the Karaoke. Several members of NYSOBBA in the true Olympic spirit accepted the call to stardom. It was stated by several that none of these people should quit their day jobs. The most inspiring (and not bad singing) performance was by two members of the HESC team, Brian Matthews and Don Dugan, alias Phil and Don Everly. Their rendition of "Wooly Bully" and "Cathy's Clown" will go down in NYSOBBA (and music) history as truly classic. Mostly honorable mention should also go to Jim Vetuskey of SUNY Brockport and Milt Wright of HESC for their rendition of "Little Red Riding Hood".

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The conference also took on the serious side of information, updates, and professional development.

At the Monday morning General Membership meeting, President Dick Augustine presented two by-law changes that had to be voted on. The first of these changes was to have only one general membership meeting in the Spring as opposed to the two we had been accustomed to. That general meeting will most likely be in the Spring but could be changed to another time of year if appropriate. The second regarded membership dues and when it would be due. Both changes were approved by a majority vote in favor. In other business, new Directors were introduced. Directors serve a two year term that is renewable. A budget for the 1992-93 fiscal year was approved as was the treasurers report. Ten year plaques were awarded to three members.

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Thomas Lustig, Operations Manager of Marine Midland Bank, along with Debbie Teeter and Carol Bradley of Ithaca College explained the process of Electronic Funds transfer of Student Loan funds between the two institutions. The two ladies from Ithaca went into detail on how the process works, the turn around time and problems they encountered, this their first year, in the program with Marine Midland. They say they have had no major problems and have been able to solve minor problems with ease. They felt the process has worked well and will continue working with



Marine Midland, and eventually expand with other banks.

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HESC, as always, graciously sent their representatives to discuss what's new and where they are at with TAP processing. EFAN (Electronic Funds) was again the important topic. PATH (Program Access To HESC) was also discussed and a demonstration of the software was given by Brenda Smith of HESC. Both PATH and EFAN will eventually become a paperless process between HESC and the institutions. PATH is up and running on a limited basis now with additional access and update ability coming soon. (see article by Jim Vetuskey this newsletter page 8)

Also discussed was the impact on HESC regarding students' TAP applications. The Education Department is in the process of reauthorization. The reauthorization process is looking at the CSS application and possible changes. Some of those changes, if instituted, could present a problem that might mean going back to a separate TAP application. HESC representatives are meeting with Education Department officials to work toward keeping the combined State and Federal form. HESC representatives stated they do not expect any change to take place until the 94-95 year.

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The session on Conflict Resolution presented by Jim and Carol McDonnell was extremely enlightening. Jim started by saying that conflict in our society as it evolves today is inevitable. Therefore you must be able to confront it as a manager. He briefly discussed

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that society's attitude in the work place has always been heirachial. He went on to explain that this will always create conflict (ie: ego, status, help, dependence). The resolution to this conflict they feel is participation by all individuals as equals without barriers of class or title. They went on to state that most people are not good bosses because of their "help attitude". That help attitude was taught all through life to the point that we become creatures of habit. We must break the "help attitude" and allow each employee to become the boss of his/her work and also allow them to share in the problem solving process. The McDonnell's offered some guidelines for brainstorming as an office group: Don't critique ideas, use freewheeling imagination, aim for quantity, record each idea presented. They went on to state there are six steps to solving a problem:

1. Identify the problem.
2. Diagnose the problem.
3. Develop solutions.
4. Select a solution.
5. Implement a solution.
6. Evaluate the solution.

As managers, we are familiar with this process but we must allow our employees to also learn to work through this process. This will be difficult for the manager who feels threatened by his/her loss of control.

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The topic presented by John Karrer, SUNY Buffalo, and several Bursar and Financial Aid Representatives entitled "Try to fly to the moon in a hot air balloon" gave us the opportunity to hear how other schools perform the maze of paperwork necessary to get financial aid



to the students, share information between offices, and view State and Federal Audit regulations in the face of computer technology and the impending paperless delivery systems we are moving toward. The key elements we must emphasize in the future are cooperation, consideration, and a unity of purpose if we are to get the job done. A lot of audience participation kept this session lively.

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Mr. Richard Hasselbach from the State University Council Office in Albany addressed issues of disclosure rights pertaining to academic and financial information as it pertains to the Buckley Amendment. Mr. Hasselbach explained briefly the content and intent of the Buckley Amendment and then opened the floor to questions. Mr. Hasselbach felt that if the student is a dependent child claimed on a parents income tax, you can safely disclose information about a students bill, as the parent generally pays the bill. Students who do not want information released should be able to state that in writing to the student affairs office. Mr. Hasselbach also stated that if a student feels his/her rights have been violated, he must make his complaint to the State Education Department. He further stated that cases brought forward to date have only resulted in institutions being chastized but no real fines have been assessed.

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Dr. Richard Hanson, Chiropractor, discussed job stress and carpal tunnel syndrome. Dr. Hanson

stated that in the 1980's only one fourth of all workplace injuries were related to job stress/carpal tunnel but in the 1990's one-half of all injuries have been related to stress and carpal tunnel. Dr. Hanson suggested that you sit properly. Ears, shoulders, neck and back should all be in a vertical position. Don't cross legs. Don't sit on a wallet. Bring work up to you. Knees should be level or above hips. Work both sides of the body. Get up and move about. Work body forward not backward. Use wrist pads at computer keyboard. If wrist pads are not available, a rolled up towel will work. Make air healthy with proper ventilation and do not allow smoking. Dr. Hanson also stated that perfumes can affect air quality. Lastly, Dr. Hanson discussed what we eat can affect our stress levels. Dr. Hanson performed a few demonstrations on members of the audience to show how the slightest change to our body can affect us dramatically.

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The conference committee is to be commended for their hard work and commitment to NYSOBBA. I should also like to take this opportunity to again thank the exhibitors for coming, caring and sharing their expertise with us.

*B. Dupre*

See also the picture page

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Three ways to get something done-do it yourself, hire someone, or forbid the kids to do it.



## Profile

NYSOBBA Secretary

I began my service at Hilbert College in the Spring of 1978 as a clerk in the Business Office. Through the years, my job has taken on many dimensions and responsibilities. Currently, I am the Director of Student Accounts in the Student Finance Office. This office was created in July of 1991 to "gel" the financial aid and student accounts areas. It has been a very successful transition resulting in improved student service as well as reduced student receivables.

In March 1992, the New York State Board of Regents granted Hilbert College the approval to offer baccalaureate degree programs. This new venture will enhance the academic climate of Hilbert and afford the potential for a larger student base while still maintaining that "small Campus" feeling.

My involvement with NYSOBBA has been a fulfilling experience. I served as the western region director 1990-91 and then was elected to serve as Secretary to the Executive Board. The task of Co-Chairing the Fall '91 and Spring '91 Conferences at a time when fiscal crises spread like a disease, was truly a challenging one. Despite the black cloud that shadowed so much of the planning, those who attended seemed to thoroughly enjoy the experience.

Through the professional development and personal relationships of NYSOBBA, I hope to continue to plan future conferences, encourage more membership participation and continue to support the mission of NYSOBBA in the years to follow.

*Lucy Wiertel*

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## Hilbert College Expands

Hilbert College, a private two year institution in Hamburg, New York for 35 years, has won approval recently to become a four-year institution offering baccalaureate degrees. The college plans to welcome its first four-year degree candidates in five fields this fall. The college currently has an enrollement of 715 students and expects that to rise as high as 1,400 in the next four years. It also has 80 students living in a residence hall that can accommodate 116.

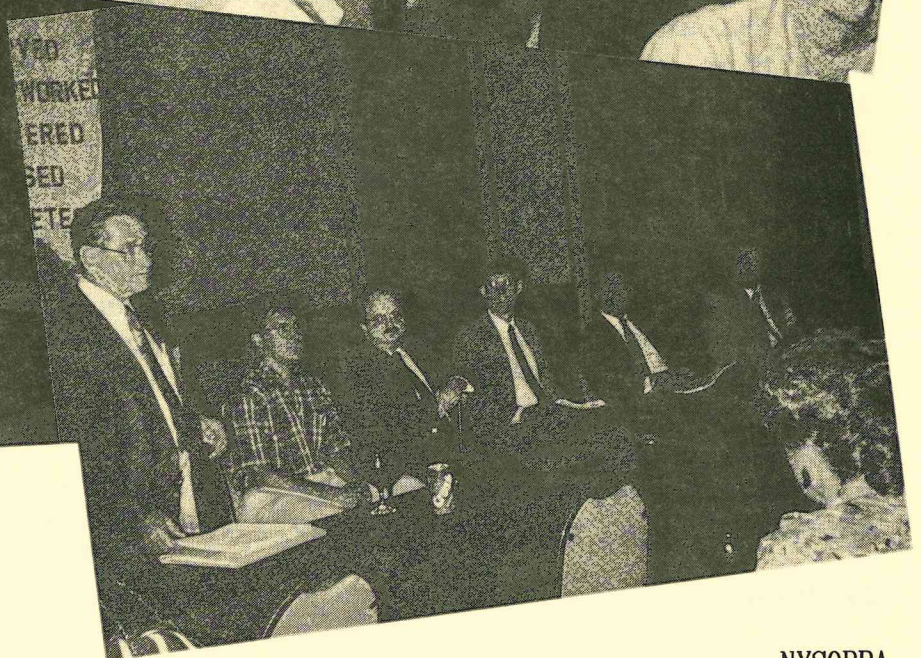
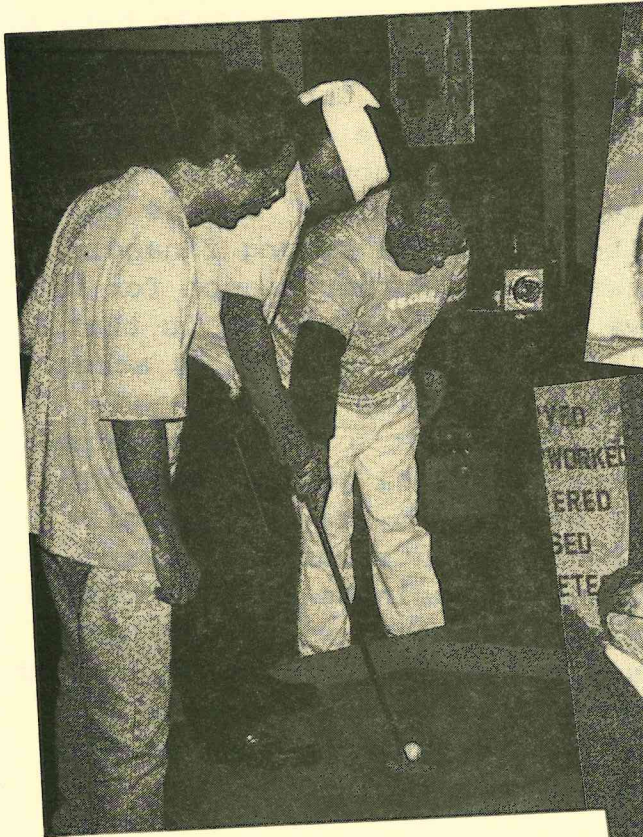
Although the college has no immediate plans for physical expansion, it expects to add to its currently under-utilized classroom space over time.

As quoted in the Buffalo News by Hilbert President Sister Edmunette Paczesny "We're thrilled. When people ask why we are doing this in these tough economic times, we have a number of reasons." One is that Hilbert is in "a strong financial situation." Another reason for the move to four-year status is that Hilbert has the space — 40 acres in a rapidly growing area.

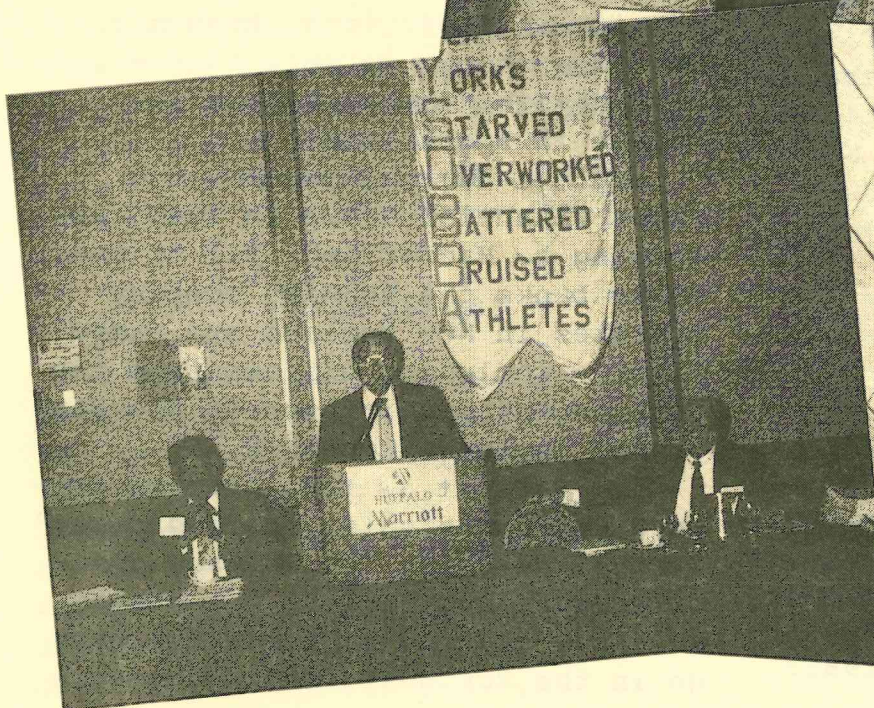
With Hilbert's new baccalaureate status, criminal justice students will be able to stay on, as will Hilbert students working toward degrees in Business Administration, English, Human Services and Legal Assistant work. The program in each area will be an expansion of an existing two-year program at Hilbert.

Article submitted by  
Lucy Wiertel  
Hilbert College  
as per article appearing  
in the Buffalo News











## PATH SOFTWARE

A live demonstration of HESC's new PATH software (program access to HESC) was given by Brenda Smith of the Corporation. The new PATH software incorporates capabilities available through MAPS for inquiries to the loan and grants areas as well as for loan application processing. PATH also provides the capability to "transform" files from your computer into the format necessary to send, receive, and process your transaction information at HESC. Additionally, PATH provides update capabilities for TAP information. Currently, PATH users may effect college code changes using the PATH software. Officials of the corporation plan to expand TAP maintenance transactions to include certification activities as early as November of 1992.

In order to receive a copy of PATH software, it is necessary to be a member of the EFAN network (electronic financial aid network). This software is very user-friendly and can enhance your processing operations. For more information, contact the Higher Education Services Corporation at (518) 473-0550.

Article submitted by  
James Vetuskey  
SUNY Brockport

**Did you know....**

**The average American vacation lasted only 4.1 nights in 1990, compared with 6.2 nights in 1983?**

## Norstar changes it name to Fleet

Norstar Bank across New York State recently changed its name to Fleet Bank. The new name better reflects the relationship with the bank's parent company, Fleet Financial Group, one of the largest financial services organizations in the nation.

Fleet Banks operate more than 320 offices across New York, providing commercial and consumer financial services to New York State residents. One of its major areas of concentration is education financing, and Fleet's network of student loan representatives will continue to provide the level of service that student borrowers have become accustomed to.

"The name change will have no effect on the way we do business," Robert F. Macfarland, Chairman and Chief Executive Officer of Fleet Bank of New York, said. "There may be some new products introduced, but our customers will find the same friendly faces and superior service in their local branches. The name change is only that - a name change. There will be no change in operations."

Norstar Bancorp merged with Fleet Financial Group in 1988. According to Macfarland, all of the other banks the holding company operates in New England are named Fleet - including offices from the most recent acquisition of the Bank of New England franchise.

"We feel it is time to move forward under a single, unified name," Macfarland said. "It is more cost-effective, and it lets our customers know that no matter where they go in the Northeast, their hometown bank is waiting."



In 1991, Fleet Bank loaned more than \$200 million to 125,000 college students across the Northeast. Fleet Financial Group subsidiary banks are located in New York, Rhode Island, Connecticut, Massachusetts, New Hampshire and Maine. Education loan financing is available through the Fleet branch network or by contacting any of Fleet's education loan representatives.

Article submitted by  
Karen L. Wodarczak  
Media Relations Officer  
Fleet Bank

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## Dues Due

You should have received your dues renewal form recently. Please take the time right this moment to complete and return it to Larry Brennan. Dues are due by August 1.

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## Next Issue

I would like to write an article about Humor in the workplace for the next issue. To that end, I would like you to put your most humorist incident on paper and send or Fax to me. It could be a telephone conversation, an employee incident, a travel problem or a customer at the cashier area. All responses will be kept confiden-

tial. The next issue will hit your desk shortly after the start of the new school year and we will all need some humor to ease the stress.

Please send or fax to me by August 20, 1992.

B. Dupre

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## In the News

Alexandra Farish of Ithaca College has had a baby girl. Ashley Nicole was born in April. Mother and baby are doing fine.

Sally Luton of Rochester Institute of Technology has had a baby girl. Magen was born in March.

Mary Beth Nally of Rochester Institute of Technology is expecting in the fall. We'll keep you posted.

Congratulations to all three ladies.

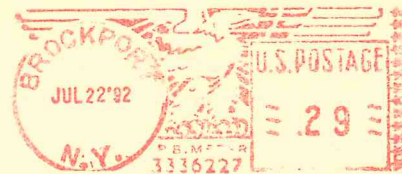
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Advice your parents give when you're 18 sometimes doesn't reach you until you're 40! So sound does travel slower than light.



NYSOBBA NEWSLETTER

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