

# NYSOBBA

## Quarterly



Vol. 8 No. 4

October 1995

### From the Desk of Lucy Wiertel

A new season is upon us. After a record-setting hot summer, autumn has arrived. A new television season has premiered (ER is better than ever). Football fanatics have a new quest for Super Bowl glory (please, no comments about the Bills!) and the Simpson trial has finally ended giving way to a new program season for CNN.

NYSOBBA starts a new season too! Welcome to our new Executive Board: Vice-President: Jim Sunser (Onondaga Community College); Secretary: Barbara Servatious (SUNY Fredonia); Conference Committee Chairperson: Jack Edwards (SUNY New Paltz); Back by popular demand ... Treasurer: Larry Brennan (SUNY Health Science Center). Publications: Barbara Dupre (SUNY Brockport). Past President: Larry Cass (SUNY Binghamton). Welcome also to our new Regional Directors: Genesee Valley: Peg Ehman (University of Rochester). Western Region: Bob Beiswanger (Daemen College). New York City: Louis Seda (School of Visual Arts). I wish you success within your regions and I look forward to working with you on the Board along with our returning Directors: Long Island: Cathy Rehman (SUNY Stony Brook). Central: Linda Owens (Cornell University). North Region: Larry Hauser (St Lawrence University). Mid-Hudson: Barbara Weidner (SUNY New Paltz). Welcome back for another season of NYSOBBA business.

*Lucy Wiertel of  
Hilbert College was  
elected as President  
of NYSOBBA June  
5, 1995.*

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# AMERICORPS

The January 1994 issue had an article O wrote titled "National Service Program". The article detailed President Clinton's new National Service Program that will be set up and overseen by the creation of "Americorps" (the name given to the office that merged the White House Office of National Service, The Commission on National and Community Service, and ACTION, the federal volunteer program).

SUNY Brockport, I just discovered has 2 students attending this year that are a product of President Clinton's initiative to get young people involved in their communities while in high school. Students earned monetary credit to be used while attending college.

In my reading of this subject in 1993-94 the details of how students would get to use their credit and how the school would receive those dollars was unclear. Based on documentation supplied to the Bursar's office by one of our students we have a better understanding of the process.

The award may be used by the student to pay for educational expenses at an authorized institution of higher education or to pay outstanding qualified student loans to a loan holder. By law, payments are made directly to the school or the loan holder, not to the individual student. Students can request a draw of the funds not more than 2 times per semester. Vouchers

are completed by the student and the school and sent to National Service Trust, Corporation for National Service. When the funds are received they are applied against the obligation the student requested the funds for.

The documentation supplied to our office stated that by law, this education award shall not be treated as financial assistance for purposes of determining eligibility for student financial aid under section 471(3) of the Higher Education Act. However aid plus Americorp award plus Veterans benefits cannot exceed cost of attendance.

Fall 95 semester is, I suspect, the first semester for eligible students to draw against those funds as students had to commit to at least 1 year of service and the program started in early 1994. Do other schools have Americorp students and if so how are you handling the voucher process?

B Dupre

## NEXT ISSUE DEADLINE

The next newsletter will be published in January 1996. Articles need to be submitted by December 10, 1995. Please submit your articles to Barbara Dupre at Suny Brockport, Rakov Center, Brockport, NY 14420. Or Fax to me at (716) 395-5445. Thank you.

**NYSOBBA  
1995-1996 SCHOLARSHIP RECIPIENTS  
AS OF 09/18/95**

**CENTRAL**

No announcement yet

**GENESEE VALLEY**

Ms. Nicole Whipple  
Ms. Jinger Smith

Rochester Institute of Technology  
SUNY Brockport

**LONG ISLAND**

Ms. Trenetta Pettway  
(Only 1 scholarship awarded)

Nassau Community College

**MID HUDSON**

Ms. Traci Salvatore  
Ms. Tara Hazel

Manhattanville College  
SUNY New Paltz

**NEW YORK CITY**

Ms. Kimberly Forde  
Mr. Mark Whitsett

Barnard College  
Long Island University

**NORTH/NORTHEAST**

Ms. Jennifer L. Dabravalskas  
Ms. Deborah Danehy

Albany College of Pharmacy  
St. Lawrence University

**WESTERN**

Ms. Marci Gagliard  
Ms. Jennifer B. Mengay

Canisius College  
SUNY Buffalo

On behalf of the Board of Directors and all members of the organization I wish to congratulate this years winners of the NYSOBBA Scholarship. We all wish you sucess in your educational goals.



## FROM THE DESK OF THE CONFERENCE COORDINATOR .....

Greetings to all members. I hope you have had a stress free (if possible) start to the 95-96 academic year.

Since my appointment to this position at the June 1995 conference at the Concord, I have been busy this summer selecting a site for the June 1996 conference. On July 27th, Cathy Rehman, Director of the Long Island Region, and I took a trip to visit Saratoga Springs. We spent two days in Saratoga making a site visit to two hotels. After much deliberation, we have decided to return to the Gideon-Putnam Hotel.

The Gideon has undergone some drastic and major renovations since the last time NYSOBBA held its annual conference there in 1989. Cathy and I both think you will be impressed with the hotel and its facilities. It is an ideal hotel for the size of our group and our needs. As the Gideon encourages, we will basically be "Renting-A-Resort."

So, please MARK YOUR CALENDARS AND SAVE THE MONEY IN YOUR BUDGET for the 14th Annual NYSOBBA conference to be held June 11, 1996 through June 14, 1996.

The '96 conference is being hosted by the Long Island region. If you should have any concerns, issues or ideas for session topics, please contact either Cathy Rehman

or myself. I can be reached at (914) 257-3157 and Cathy can be reached at (516) 632-9316.

Looking forward to seeing you there!!!

Jack Edwards  
Conference Coordinator

### DIRECTORY INFORMATION UPDATES

**Barbara Weidner**, Bursar, and **Jack Edwards**, Assistant Bursar, from SUNY at New Paltz have a new FAX machine. Their new FAX number is (914) 257-3495.

**Mr. Harry Roberts** is now with Immediate Credit Recovery. Harry can be reached at (914) 739-0200.

**Deborah Weber** of New York Institute of Technology has the telephone and FAX numbers listed incorrectly in the new directory. The correct telephone number for Debbie is (516) 686-7986 and the FAX number is (516) 686-7833. Her correct title is Director of Bursar Operations, Billing and Collections.

**William Iannuccilli's** telephone number area code has been changed from (212) to (718). This change affects both Bill's telephone number and FAX number.

The listing of Del Locke from New York Restaurant School was stated as MR. in error. The listing should now read **MRS. Del Wiggan-Locke** with the name change.

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Desk con'td from page 1

New York State Higher Education Services Corporation has re-energized its association with NYSOBBA. Cathy Crowder, HESC liaison, has already contacted me regarding several proposed projects. She and Bob Butler, Assistant VP Student Loan Division, have brainstormed about ways to market Electronic Services and provide service support for the TAP program as well as the Federal Student Loan Program. She is anxious to address any needs of the membership. Please take this opportunity and either contact Cathy directly, or let me know what concerns need attention.

It is also a new season for association with our vendor membership. Their support in the past has been stellar, both professionally and financially. Please continue to strengthen these ties in addition to those of your colleagues. We are here for each other. No problem is too big ... no question is too small ... we can only help if we know what is going on. Get involved in your regional activities, suggest program ideas and you too can be a part of the new season of NYSOBBA.

Lucy Wiertel

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In Section V of the directory under NYSOBBA OFFICERS the present **Secretary** elected in June should be listed as **Barbara Servatius** not Gail Bloomer.

Witty Women

Wise, Wicked & Wonderful Words

Ariel Books, Kansas City

What makes us laugh? What we know - the familiar - turned on its head and jabbed with a fork. For centuries, what women have known best is domestic life, and all its entails - home, family, marriage and sex. From this fertile ground has sprung some of the wittiest quotes in this collection. Some of these are:

"Be bold in what you stand for and careful what you fall for." (Ruth Boorstin)

"Never mistake knowledge for wisdom. One helps you make a living, the other helps you make a life." (Sandra Carey)

"Regret is an appalling waste of energy; you can't build on it; it's only good for wallowing in." (Katherine Mansfield)

"Never lend your car to anyone to whom you have given birth." (Erma Bombeck)

"Love, the question; marriage, the conquest; divorce, the inquest." (Helen Rowland)

"I hate housework! You make the beds, you do the dishes, and six months later, you have to start all over again." (Joan Rivers)

"You don't manage people, you manage things. You lead people." (Admiral Grace Hooper)

"Ginger Rogers did everything that Fred Astaire did. She just did it backwards and in high heels." (Linda Ellerbee)

"A woman is like a teabag - only in hot water do you realize how strong she is." (Nancy Reagan)

"In politics, if you want anything said, ask a man; if you want anything done, ask a woman." (Prime Minister Margaret Thatcher)

## New Director Western Region

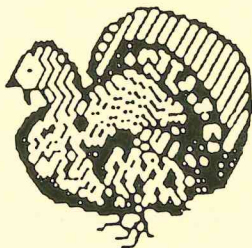
Mr. Beiswanger has been the Controller and Assistant Treasurer of Daemen College since 1983. His duties include the preparation of the college's annual budget and financial statements; supervising student accounts receivables, accounts payable, insurance, investments and serves on various college committees including the Trustee Committee on Business Affairs, Trustee Committee on Student Affairs and the college's Middle States Accreditation Self Study Steering Group. Before coming to Daemen College he was the Town Accountant of the Town of Grand Island New York. He has received a Bachelor of Arts degree in History and a Bachelor of Science degree on Business Administration from the State University of New York at Buffalo.

Profile submitted by  
Robert Beiswanger, Jr.

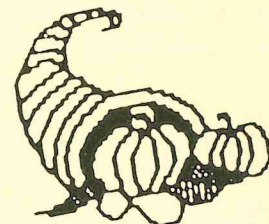
## Profile Portfolio

Several years ago, the NYSOBBA newsletter featured various institutions in the quarterly publication. This was a great way to "travel" throughout the state to visit our colleagues. I would like to see this feature continued. This material needs to be provided by our members. I hereby request that each member institution provide a copy of their college catalog, a brief article featuring some campus environment data, a new improvement on campus, the history of the campus or profile the Bur-sar. Pictures would add to the "climate." Please forward materials to Barbara Dupre, SUNY Brockport, Brockport, New York 14420 by the end of December. The NYSOBBA Profile Portfolio can then be published for many newsletters to come. Thank you for your cooperation in this effort.

Lucy Wiertel  
NYSOBBA President



HAPPY  
THANKSGIVING





# Campus profile

## Suffolk Community College

Suffolk Community College began educating our leaders of today in 1960. The college occupied temporary facilities at Sachem Junior-Senior High School in Ronkonkoma, New York, as well as part time facilities at Riverhead High School in Riverhead, New York. Suffolk County provided a 130 acre site in Selden for a permanent campus in February 1961. The Ammerman Campus at Selden now encompasses 156 acres, and has 12 academic, administrative, and auxiliary buildings. In August 1961 the college started its first full year in the new facility.

Two other permanent campuses - The Western Campus in Brentwood which began in 1974 is situated on a 207 acre site, and the Eastern Campus near Riverhead which began in 1977 sets on a 192 acre site.

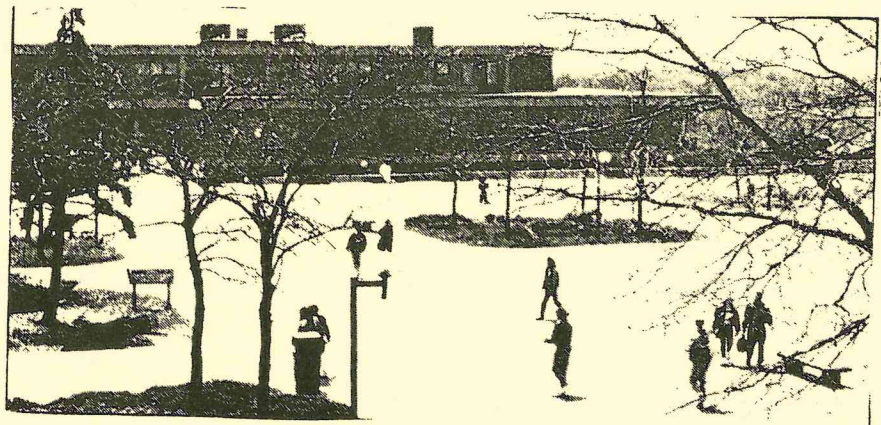
In the Fall of 1985, the College opened a satellite facility called the Technicenter, located in the Hauppauge Industrial Park. The Technicenter brings the college to the student. The center was designed specifically for business and industrial training.

Suffolk Community College has a professional staff of more than 500 with more than 20,000 students attending. Each Campus serves the educational needs of its respective geographical area within the county. Together the three campuses and the Technicenter successfully serve the needs of the entire county.

Suffolk Community College is located in Suffolk County which is spread over an extensive geographic area and surrounded by water on three sides. Suffolk County encompasses rural and urban lifestyles and a variety of economies that include farming and high technology.

Mr. Donald J. Avellino, a member of NYSOBBA for many years is the Bursar at Suffolk Community College. Don also served on the NYSOBBA Board of Directors for many years.

B Dupre





## NYSHESC Update

Governor George E. Pataki has designated Robert J. Maurer to become NYSHESC's new President. Upon confirmation by the New York State Senate, Bob Maurer will become the fourth President in the Agency's 20-year history.

Mr. Maurer joined NYSHESC on Monday, October 16, and is looking forward to working with its staff to provide access to post-secondary learning as the gateway to employment and life-long independence for students and adults.

Mr. Maurer has extensive experience in both the public and private sectors. He spent 11 years in various program staff assignments in the New York State Senate and 11 years in the State Education Department, serving as SED's Executive Deputy Commissioner of Education for seven years.

As Executive Deputy Commissioner, Bob Maurer acted as chief operating officer for the \$9 billion agency, personally directing the Department's budget and legislative program, inter-agency relations, and assisting in the development of the Higher Education Master Plan and directing SED's Job Training Partnership Act, Adult Learning and Computer Assisted Learning initiatives.

Mr. Maurer's private sector experience serves to complement his previous public service endeavors, reflecting high academic and educational standards while opening opportunities for study by all

people. Specifically, Bob Maurer founded the American Corporation for Education and Training (ACET), and Association Resources. His accomplishments under the auspices of ACET include, Formulating the approach to New York's use of the new Board Certification for mid-career teachers, Creating vocational education programs for substance abusers, development and management of an 150-member AmeriCorps project to expand treatment, prevention, and criminal justice services at 23 of the State's alcohol and substance abuse treatment agencies, development of programs for school districts, assisting Colleges and non-profit agencies to educate new immigrants, founding and assisting in the development of a new national curriculum for understanding the role of "Latinos in the Making of America", and designing professional credentialling courses.

FFEL - Engineered for the Future

The Guaranteed Student Loan Program was begun 30 years ago to provide a reliable source of funding to student borrowers. Over the past 10 years, NYSHESC has improved its services and applications processing speed by offering electronic options to New York schools and lenders. The culmination of NYSHESC's efforts, and our introduction of new technologies, has resulted in what we now call the re-engineered Federal Family Education Loan (FFEL) Program.



## HESC Update con'td

NYSHESC and a group of New York lenders and servicers have joined together to improve and promote Re-engineered FFEL. It's easier and faster than ever, and it offers options to satisfy any school's processing.

Here's the process being used by NYSHESC to maximize school's electronic processing:

- (1) NYSHESC approves loan applications via an electronic record forwarded by the school, using the Pre-Approved Loan (PAL) process.
- (2) NYSHESC provides an Escrow Electronic Funds Transfer (EFT) service. Which transmits loan disbursements electronically from lenders to schools.
- (3) The National Student Loan Clearinghouse serves as the one, central source for Student Status Confirmation Reports (SSCRs).

If you are interested in learning more about Re-engineered FFEL, contact Robert Butler at (518) 473-4933.

NYSHESC Escrow EFT Service continues to grow. Since August 1993, more than \$400 million in guaranteed student loan funds have been disbursed to schools. For the month of August, 1995 the NYSHESC disbursed 21,419 federally guaranteed student loans totalling almost \$55 million. Included within these disbursements was a one day record of 10,643 loans totalling over \$30

million. Currently there are 17 lending institutions and 56 schools participating in the NYSHESC Escrow EFT Service.

In August, NYSHESC introduced an electronic refund system. All schools who participate in EFT can now return loan funds to lenders using NYSHESC as an escrow agent. This covers loans originally disbursed by check as well as EFT.

**IF YOU HAVEN'T ALREADY SIGNED AND RETURNED YOUR NYSHESC ESCROW EFT REFUND AGREEMENT, YOU MUST DO SO BEFORE YOU CAN PARTICIPATE IN THE SERVICE.**

NYSHESC has developed a method for those lenders with lower disbursement volumes to participate in and benefit from our EFT Service. All these lenders need is a PC, modem, and free PATH software.

The Escrow EFT User Group met in Albany on October 17. As a result of that meeting, the current twice a week processing schedule will change to three times a week in January; the schedule will change to a daily process in July 1996. NYSHESC will also begin system work for the following enhancements:

NYSHESC will offer coordination of delivery of funds from all lenders and guarantors who do business on New York State. Utilizing the forthcoming national format, out-of-state lenders and guarantors would route funds and disbursement information to NYSHESC. The school then receives a single lender roster.



NYSHESC will adopt the national format being developed by lenders, schools and guarantors, but will accept our previous format for six months following implementation of the national format.

NYSHESC proposed an option for NYSHESC to determine for the lender which loans are to be processed on the next regular disbursement date. NYSHESC would electronically notify the lenders of these loans so that funds could be transferred immediately to our account. The funds would be disbursed to the schools on the dates scheduled by the schools.

Currently, EFT generates no student disclosure statements. Volunteers from the meeting will be working on language for such a statement, and NYSHESC will generate the disclosure. The users group will meet again in April.

NYSHESC has completed an upgrade to its Predictive Dialing system (Autodialer). The Autodialer is used by loan collection staff to contact delinquent borrowers in an attempt to avoid the default purchase of a loan or to establish a repayment arrangements following default purchase. The upgrade will allow the Agency to be more strategic in its collection efforts, concentrating its telephone collection activity on the more collectable accounts.

This improved password maintenance system will allow users to change passwords at the same time, in the same menu.

The Loans Subcommittee will meet in Albany on November 29. The group will review recent changes and needs for other enhancements on PAL and on-line processing. Agenda topics include: adjustments, PLUS origination, Guarantor origination of student loans, National EFT Service, rehabilitation and consolidation-lender participation, and exit interviews.

Effective October 16, both schools and lenders have the ability to change Electronic Financial Aid Network (EFAN) passwords for the Electronic Office, Default Inquiry/Update, Lender Directory, PATH PC file transfer, and loans, Grants & Scholarships Inquiry/Update with one on-line process.

As of August 31, 1995, 94 percent of the TAP applications received for the 1995-96 school year were resolved to an award or denial. This is an improvement over the 91 percent of applications resolved by the same date in 1994-95. The increase probably reflects students' and parents' increased familiarity with the application form and process. 1995-96 is the third year of the change to a separate TAP application form together with data from the federal application. Also contributing to the increase is greater use of electronic options available through NYSHESC's Electronic Financial Aid Network and additional improvements in NYSHESC processing procedures.

By the end of October, pre-payments of \$235 million were



## HESC Update con'td

sent to schools for awards for the Fall term. This compares to \$227 million in prepayments to schools in October 1994.

## NYSHESC Administrative Workshops

Based on results of a recently conducted training survey, the agenda for the upcoming administrative workshops will address the following topics:

- General Update
- EFT/Loan Adjustment/Overaward
- Disbursement/Delivery of Funds
- Default Management Issues
- EFAN for schools
- TAP Certification Issues
- Recordkeeping Requirements

The Statewide workshops begin November 27. Watch for registration information in late October.

Article submitted by  
Kathy Crowder  
NYSHESC liasion to NYSOBBA

*LIFE is a jig saw puzzle with most of the pieces missing.*

*LIFE it isn't complex if we walk straight.*

*LIFE is a predicament which precedes death.*

*Various authors*

## SNAPPY ANSWERS TO STUDENT QUESTIONS

OR

DON'T YOU WISH YOU COULD SAY THIS JUST ONCE!

Have you ever had the feeling that for all our education, our technology and our sophistication, there is something sadly lacking in our children? We need a retronym for "common sense" since, in my experience, `it ain't all that common, anymore!

Hardly a day goes by that a student or (worse) a student's parent doesn't make some statement that is so bizarre, I must bit the inside of my mouth to keep from laughing! This is a very effective strategy, incidentally, because it screws up your face into an expression that could easily be confused with concentration. I frequently must follow this by a long, studied pause, while I gaze out the window hoping to give the appearance that I am considering the student's position.

In truth, I am more often than not, suppressing a smart remark that would, if uttered, make a bad situation all the worse. While our individual behavior patterns may differ, I have talked to enough of you to know, we've all had occasion to sacrifice a really witty retort, in deference to our sense of decorum. But tell the truth, just once, wouldn't you like to say it? I don't mean under your breath, to yourself. I mean, look `em straight in the eye and say it!

Like last Wednesday when a student sat in front of me and



said, "The bank is very concerned because my loan check hasn't gotten here and they mailed in last Friday. I talked to the Vice-President at the bank and he said the school is probably withholding my check to get the extra interest and that was illegal so you have to call him right away!"

"Thank you for sharing that. Now if I could just have the Vice-President's name so I can be sure to get it right when I sue him for defamation of character."

One mother recently told us, we had to give back her daughter's admission deposit even through she notified us that she wasn't coming two months after the refund deadline because it wasn't her daughter's fault that her first choice school didn't accept her until very late.

"Well, in that case, I'm sure if you explain this to the other school, they'll be glad to give you the \$100?"

A few years back, we had a perennial graduate student - a woman 'long of tooth' and short of life-interests, who moved into a residence hall and spent the next several years plaguing various offices with her unique form of logic. As an example, one semester, she received a student loan, cashed the exchange checks, withdrew from her courses a week after the mid-point and then insisted we had no authority to keep any of her funds because she had "failed to benefit from the classes." These are the times you want to say, DO YOU HEAR

YOURSELF?!!!

More than once, I have had to explain to a student that the fact that his parents included some education payment agreement in their divorce in 1987, in no way obligates the college to track down one or the other errant parents, to get our money!! This became such a common discussion that I finally included it in our student handbook - "Dollar & Sense - The Business of your Education."

A young man once insisted that we should not charge him room rent for his residence hall because he was sleeping with his girlfriend and he only used the room once or twice when they had a fight. I wish I could have said, "Yes, I see the logic of your position so we have agreed to take your money and pay her landlord since she'd been so helpful to you!"

Students have an increasingly hard time understanding that reserving a seat in a class and reserving a bed in the dormitory are all it takes to incur a debt and the fact that they never sit in the seat or sleep in the bed is not relevant. In fact, just this week, a girl told us "You can give me a refund because the instructor moved that class to a bigger room so they could take more students. So you actually got more tuition than you planned on - like, my money is extra."

Finally, I'm considering a student/administrator translation dictionary. It will explain such things as:



Understand is not a synonym for agree. As in "I hope you understand that I need more time to pay my bill."

Only does not compromise late, i.e. "I shouldn't have a late fee. My payment was only two days late."

Just because you can drop a course without academic penalty does not mean you don't have a financial liability.

"Default" does not mean 'placing blame.'

"Waiver" is not how you say "good-bye" from the deck of the Love Boat.

And "mandatory fees" are not negotiable!

As for me, on my last day before I retire, I am going to tell a student, "This is happening because you're on the list. Every semester we do a statistical random sample of one-half of one percent of our students and those are the people we agree to 'screw over' for the next twelve months. There is really nothing I can do for you until the year is up. But, cheer up, hardly anybody ever gets on the list twice.!" Then, I will put on my coat, look the kid straight in the face and say, "You know what? I'm tired of dealing with this nonsense, I quit!" and walk out the door. Can you imagine the story he'll have to tell his parents on the weekend!

Barbara J. Weidner  
SUNY New Paltz

# NYSOBBA NEWSLETTER

SUNY Brockport  
Brockport, NY 14420



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