



# NYSOBBA

## Quarterly

Issue II

Autumn, 1996

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### *From the Desk of the President...*

At the last minute, President Clinton signed a budget measure that will increase the Federal Pell Grant by \$230. This is the largest increase in the award in twenty years. The 1997-98 academic year will be a year for increases in funding levels for all federal programs. On October 8th the Department of Education, through Barbara Heisler Williams, hosted a Regional Liaison meeting at their office in New York City. Representatives from educational associations located in Region II (New York, New Jersey and Puerto Rico) were invited to share comments and inquiries relating to the administration of Title IV funds. Those in attendance included myself representing NYSOBBA; Jim Murphy, NYSFAAA President; Bill Cavanagh, NJ Representative; Carolyn Moffett, Coalition of NYS Career Schools; Alicia Hurley, EASFAA; Robert Magovern, NJ Bursar's Association; Sheila Attias, NJASFAA; Terry Nighan, Private Career School Association; Richard Solomon, YAFAA; Desi Lopez, PRASFAA and several representatives from the Department of Education. (Special note: Robert Magovern has heard wonderful things about NYSOBBA and would like to be involved in our next conference. New Jersey's Bursar Association consists of 18 schools and is very young in existence-only 8 years old.)

The Department is undergoing some major changes. The OPE (Office of Postsecondary Education) is being reintegrated. There have been focus groups on customer service and the new structure will be announced any day. There will be a new mission statement and commitment to assure access to the OPE. Another change forthcoming is the IPOS (Institutional Participation Oversight Service) Reorganization. This compliance division will have a case management structure. One team, with representation from the region and Washington, DC, will address all aspects of reviewing a school. They will try to focus more on the high risk schools by offering assistance to them before problems are created. The main theme of this reorganization is to provide technical assistance instead of coming in with the attitude..."we got you!" A letter explaining this reorganization will be out in early November.

*From the Desk of the President (continued) ...*

This user friendly approach is very encouraging. As each of our institutions struggle with the interpretation and implementation of federal regulations, it will be nice to work as a team to resolve issues. The Department has published a tentative schedule of training activities in Region II. It is found within this newsletter, please check it out.

I am very grateful for the opportunity to be the voice of NYSOBBA. Through this connection we are trying to plan some training sites in Upstate New York. HESC is willing to do a combined training with the Department and take the show on the road across the state. There are many exciting things that could be done to help professionals in Region II. If anyone has any suggestions, please contact me so that I may pass them on to the committee.

### **DIRECT LENDING AT NYSOBBA**

*By: Debra Sutliff, Bursar - Herkimer County  
Community College, July 16, 1996*

Barbara Heisler Williams, Regional Director for the Department of Education, presented an informative update on the William D. Ford Federal Direct Loan Program on Wednesday, June 12, 1996 which I was fortunate to attend. Barbara indicated that for 1995/96, 39% of the Direct Loan volume was in New York State. For 1996/97, that number was expected to be 45%. As of April 30, 1996, over 2 billion loans were processed resulting in dollar volume of \$7.5 billion dollars.

Currently, all schools can participate in the program with no cap having been set. Payment for Origination Services, however; if the school was a level one or level two participant, will no longer be made for 1996/97! That's bad news for the schools who were getting used to receiving that \$10 or \$7 payment per reconciled loan.

Barbara mentioned that schools can change their level of origination at any time. She, also, indicated that a default rate of 25% or more for three consecutive years prohibits participation in Direct Lending or the FFEL program.

We were encouraged to stay aware of upcoming training. Barbara indicated that the lab in their New York City offices is working out very well for small group training. "The Manifest," which

is their unofficial newsletter contains important items that we should watch for.

Questions on direct lending can go through the Region II, Department of Education Direct Loan Client Group at 212 - 264 - 8012 or Fax 212 - 264 - 1666.

### **NYSOBBA BOARD MEETS**

*Submitted by Barbara Servatius, Bursar - SUNY College at Fredonia and NYSOBBA Secretary*

The Board of Directors met on November 6-7, 1996 in Albany, NY. Brian G. Matthews, Director of Grants and Scholarships of New York State Higher Education Services Corporation gave an update on the "C" average requirement for State-Funded Student Financial Aid Eligibility. A "questions and answers" bulletin will be issued soon to each campus. As of our meeting date, schools do not have to report any "C" average waivers issued to HESC. Schools will keep track of any "C" average waivers issued. Schools must apply the "C" average regulations to APTS as well as TAP. Refer to HESC BULLETIN #120.

Newly revised by-laws will hopefully find their way to the Internet. 1996 Directories will be mailed within the next few weeks.

NYSOBBA is looking for a person interested in maintaining a database of members and vendors with a possible interest in pursuing a home page

for the Internet. If you are a volunteer, please contact Jim Sunser at Ondaga Community College (315) 469-7741 Ext. 2469.

Reports were given by each regional director. Check this newsletter for the dates of up-coming regional meetings. Scholarship applications are once again available for 1997-98. Scholarships will be awarded in May, 1997.

The Board of Directors will meet again in March, 1997.

### **"YOU GOT ME"**

*Submitted by Javier Vega, Associate Director, Office of the Bursar, School of Visual Arts*

I recently attended a collection workshop sponsored by a big 6 accounting firm that will remain anonymous. Not only was the presenter well-spoken and dynamic, but he also had a sense of humor, which he admitted was a prerequisite for his occupation. In any event, he conveyed this little tale about a debtor he was diligently pursuing.

After several follow-up phone calls by the presenter, the debtor reluctantly wrote a \$3,000 check to cover services rendered by the presenter's company. The presenter sensed that the check was not going to clear the bank, but since it was late afternoon, he had no way of confirming this with the issuing bank. Sure enough, when the bank opened the next morning, the presenter was told by the bank teller that the check would not clear.

In fact, since the bank was only a block away from where he worked, the presenter made it a point to stop in on a daily basis and ask the teller if the check would clear. Some days he would stop in two or three times, depending on his lunch schedule. He kept this ritual for two weeks without fail. Of course, the debtor would not return any of his calls.

One day, he was just about to give up on his efforts when he received a call from the bank's teller (after all, by this time they were good friends). The teller called to inform the presenter that the debtor's account had been deposited with \$2,800 and that maybe further deposits were pending so that the check would be covered.

Upon learning of this, the presenter proceeded to the bank and promptly made a deposit of \$200 to the debtor's account (don't forget, the depositor's account is on the check). Needless to say, there was now sufficient assets in the account for the teller to cash the \$3000 check for the presenter. The last words the presenter heard from the debtor when he called was "you got me".

### **ED AMENDS CASH MGT RULES**

*Submitted by Michelle Brown Nevers, Director of Student Accounts, Teachers College*

The Secretary amends the Student Assistance General Provisions regulations [section 668.13(a)(3)]. These technical amendments are necessary to clarify the regulations and remove the procedural requirement that recipient institutions include in any request for funds the Catalog of Federal Domestic Assistance (CFDA) number identifying the source of the funds and the amount of funds sought for each program included in the request. The Secretary takes action to defer this change in light of the information technology currently available to recipient institutions and the Department.

These regulations became effective on October 17, 1996. For further information contact: Mr. John Kolotos, U.S. Department of Education, 600 Independence Avenue, SW., ROB-3, room 3045, Washington, DC 20202-5346. Telephone: (202) 708-7888. Individuals who use a telecommunications device for the deaf (TDD) may call the Federal Information Relay Service (FIRS) at 1-800-877-8339 between 8 a.m. and 8p.m., Eastern time, Monday through Friday.

## **1997 TITLE IV TRAINING WORKSHOPS**

Submitted by Michelle Brown Nevers, Director of Student Accounts, Teachers College

The Department of Education is in the planning stage for the 1997-98 Title IV Training Workshops. These workshops will be held nationwide beginning in mid-February and continuing through mid-April, 1997. The workshops are held over a two day period. The first day of the workshop will focus on a Title IV "Update." The second day will be on "Skills Improvement."

Training on day one will provide a regulatory update on topics such as: cash management, financial responsibility and record retention. The second day of the training will consist of hands-on exercises and case studies dealing with problems in verification, refunds and repayments, Pell calculations, and loan maximums and proration.

Further information about these training workshops will be sent to Financial Aid Directors in a Dear Colleague Letter. Ask your financial aid person to keep you informed since these workshops benefit Bursars and Business Officers.

## **NYSOBBA 1996 - 1997 SCHOLARSHIP RECIPIENTS AS OF 11/06/96**

Submitted by Larry Brennen, Bursar, SUNY - Health Science Center, Syracuse

Congratulations to the following winners of the NYSOBBA Scholarship.

### *Central*

Ms. Laura Cogley, Utica College  
Ms. Jessica Wickman, Cornell University

### *Genesee Valley*

Ms. Kristen Bianchi, Roberts Wesleyan  
Ms. Valerie Lootens, Finger Lakes CC

### *Long Island*

Ms. Kharim Armand, SUNY - Stony Brook  
(Only 1 scholarship awarded)

### *Mid Hudson*

Ms. Sheryl Williams, Ulster County CC  
(Only 1 scholarship awarded)

### *New York City*

Ms. Mineva Baez, Long Island University  
Ms. Lesley McManus, Pace University

### *North/Northeast*

Ms. Sara Austin, St. Lawrence University  
Ms. Jennifer Leary, Albany Coll. of Pharmacy

### *Western*

Mr. James Morrison, SUNY - Buffalo State  
Ms. Ruth-Harriett Pratt, Hilbert College

A copy of the 1997-98 scholarship application is included in this newsletter. Recipients of this scholarship get a \$250 award which is disbursed in two equal payments over the academic year. The deadline is May 1, 1997. The application may be duplicated for students enrolled in a member institution.

Completed applications should be submitted in batch to the appropriate regional director by the Bursar of each member school. Regional directors are listed on the following page.

### *Central*

Peter Olcott - Office of the Bursar  
Cornell University  
Ithaca, NY 14853  
(607)255-6413

### *Genesee Valley*

Peg Ehmann  
University of Rochester, School of Medicine  
Rochester, NY  
(716) 275-4672 FAX (716) 273-1016

### *Long Island*

Cathy Rehman, Bursars Office  
Stony Brook, NY 11794  
(516) 632-9316 FAX (516) 632-9318

Mid Hudson

Jack Edwards  
SUNY - New Paltz  
(914) 257-3150

New York City

Louis R. Seda  
School of Visual Arts  
(212) 592-2081

Northeast

Sarah Brady  
Albany College of Pharmacy  
(518) 445-7205

Western

Robert Beiswanger  
Daemen College  
Amherst NY  
(716) 839-8218

**UPCOMING EVENTS**

*Compiled by Michelle Brown Nevers, Director of Student Accounts, Teachers College*

This information below highlights upcoming events pertaining to our function.

**1996**

11/19 EACUBO Technology- 21st Century  
Bronx, NY  
Jack Sproule (914) 424-3497

11/21-22 AFSA Data Corp. & ERS  
Student Loan Receivables &  
Collections  
Hilton Airport Newark, NJ  
AFSA (910) 750-0340

11/21-22 NACUBO/NASFAA  
Campus Cards for Higher Education  
Houston, TX  
NACUBO (202) 861-2500

**1997**

3/24-26 NACUBO/NASFAA  
Student Loan Mgt & Collections  
San Antonio, TX  
NACUBO (202) 861-2500

5/5-7 NACUBO/NASFAA  
Student Loan Mgt & Collections  
Savannah, GA  
NACUBO (202) 861-2500

7/19-22 NACUBO Annual Meeting - Boston  
(202) 861-2500

**FALL 1996 SEMESTER BLUES:**

*Submitted By: Louis R. Seda, Director, Bursar's Office,  
School of Visual Arts and NYC Regional Director for  
NYSOBBA*

I am sure that all of you are now regrouping after being overwhelmed with the Fall 96 registration, lines, excuses, billing, end of month reports, fiscal year reports, internal auditors, schedule changes or drop add, billing again, dunning, receivable follow up, more excuses..etc.. etc. Guess what.. Spring 97 is around the corner and we will be doing it all over again.

**DIRECTORY UPDATE:**

Due to technical difficulties and delays in membership responses, the directory will not be available until November. We apologize for any inconveniences. The executive Board will attempt to re-organize the membership directory process next year.

**NYSOBBA BY-LAWS**

The Board of Directors met and approved amendments to the NYSOBBA By-Laws. A complete copy of the By-Laws are included in this issue.

## **A CALL FOR PROPOSALS**

As you know, the upcoming NYSOBBA conference will be held in New York City. Jack Edwards, our Conference Coordinator is working diligently to make this year's conference a success.

If you are interested in conducting a conference workshop, please submit your proposal to Jack Edwards; Bursar's Office; SUNY - New Paltz; 75 So. Manheim Blvd.; New Paltz, NY 12561-2499. You may also fax your proposal to (914) 257-3495.

Your proposal should include: workshop title, description (no more than one page), name, title, address, and telephone number of workshop conductor(s); and copies of handouts. Should you have any questions, feel free to call Jack at (914) 257-3157.

### **REGIONAL NEWS from NYC...**

*Submitted By: Louis R. Seda, Director, Bursar's Office, School of Visual Arts and NYC Regional Director for NYSOBBA*

#### **NYC REGIONAL MEETING:**

We plan to meet in February to discuss the upcoming conference. Bring your ideas. I will keep you all posted.

#### **JUNE 1997 CONFERENCE:**

Now that I have you all in a cheerful mood, I would also like to remind you that the June 97 conference is also around the corner and we will expect all the blues to go away as soon as we hear from Jack Edwards, our NYSOBBA Conference Coordinator extraordinaire. He always does a great job and I am sure he will supersede on this one. NYC region Bursar's and Business Administrators are a feisty bunch and we all like to be part of the action. I am getting continuous calls for volunteers. The following is a current list of volunteers.

*Gretty Bolivar,*

*College of Aeronautics*

*Eileen Clay,*

*SUNY Maritime College*

*Cynthia Fekaris,*

*Technical Career Institute*

*Dean Garner,*

*Monroe College*

*Steve Green,*

*Monroe College*

*William Hansuer,*

*Fashion Institute of Technology*

*William Iannuccilli,*

*Hostos Community College*

*Lisa Kyer, Pace University*

*Barbara McCarthy, Pace University*

*Susan Simmons,*

*Fashion Institute of Technology*

Thank you all.

#### **NYSOBBA HOT LINE:**

The NYSBOOA Hotline has been approved. We also have a telephone number (212-592-2205). Now, all we need is you. Please help us make this hotline successful. You can submit informational updates, announcements, or use it as a want ad for any open positions in your department. Just call my office at 212-592-2081 for more information. You can also fax your information to 212-592-2088 - attention NYSOBBA Hotline.

#### **NYC REGIONAL DIRECTOR ELECTION.**

My term expires in June 1997. I am required to hold some kind of an election on or before that time. If you are interested in throwing your hat in the ring, just let me know. Call me at 212-592-2081 or FAX you interest to my office at 212-592-2088.

#### **FINAL WORD:**

Make sure that your dues are paid. It is important that NYSOBBA continues to be fiscally strong. Make sure to contribute your time and support to the organization. Keep in touch with your NYC region colleagues. Call them. Get to know each other.

**WELCOME TO ALL NEW MEMBERS**

Below is a list of new NYSOBBA members by region for the 1996-97 year.

**ASSOCIATE MEMBERS**

Cintron, Ms. Dorothy  
Coldata Collection Company  
Coons, Mr. Michael  
Creditors Interchange, Inc.  
Fagen, Ms. Maureen  
Academic Management Service  
Fitzgerald, Ms. Maureen  
Crestar Bank  
Fulmer, Ms. Dianne  
Southwest Student Services, Corp.  
Klotz, Mr. Jan  
Educaid  
Manforte, Mr. Salvatore  
Academic Management Service  
Mooney, Mrs. Ellen  
Nellie Mae  
Pugh, Mr. Robert  
Regional Adjustment Bureau  
Reynolds, Mr. James  
Tuition Management Systems  
Twitchell, Ms. Marion  
Educaid

**CENTRAL REGION**

Allen, Ms. Elizabeth  
Central City Business Institute  
Bowers, Ms. Lynn  
SUNY Delhi  
Brown, Ms. Jolynne  
SUNY Delhi  
Loftis, Ms. Beth  
SUNY Utica Institute Technology  
Olcott, Mr. Peter  
Cornell University

**GENESEE VALLEY REGION**

Bourdreau, Ms. Carol  
Rochester Institute of Technology  
Klingenberg, Ms. Alys  
University of Rochester  
Young, Ms. Jean  
Monroe Community College

**LONG ISLAND REGION**

Carlucci, Ms. Doreen  
CUNY LaGuardia Community College  
Catafago, Mr. Marcel  
SUNY Old Westbury  
Ippolito, Mark  
SUNY Stony Brook  
Osovet, Ms. Marie  
Nassau Community College  
Pitt, Ms. Debbie  
Nassau Community College  
Reed, Ms. Deborah  
Nassau Community College  
Sherman, Mr. Robert  
Five Towns College  
Singh, Gitu  
Five Towns College

**MID HUDSON REGION**

Andryshank, Mr. Ronald  
Sullivan Community College  
Barra, Ms. Virginia  
Marymount College  
Gonzalez, Ms. Annette  
College of New Rochelle

**NEW YORK CITY**

Barnickel, Ms. Rosemarie,  
Polytechnic University  
Baybusky, Mr. Michael,  
Yeshiva University  
Belmont, Ms. Jean,  
Yeshiva University  
Bright, Ms. Nancy Lou  
LI College/Hospital School of Nursing  
Burke, Ms. Barbara  
Teachers College/Columbia University  
Chandler, Ms. Tiffany  
Yeshiva University  
Flaherty, Ms. Kathy  
New York University  
Foote, Mr. David Lloyd  
Monroe College  
Fruchter, Ms. Priscilla  
Yeshiva University  
Garner, Mr. Dean  
Monroe College

Green, Mr. Steve

Monroe College

Harris, Mr. Neal

Yeshiva University

Heberer, Ms. Mary Rita

Polytechnic University

Heisler-Williams, Ms. Barbara

U.S. Department of Education

Katzenstein, Ms. Susan

Yeshiva University

Kennedy-Lorde, Ms. Deanne

SUNY Health Science Brooklyn

Levenberg, Mr. Lloyd

Monroe College

Lopez, Ms. Lillian

School of Visual Arts

Mistretta, Ms. Lisa

School of Visual Arts

Orem, Ms. Margaret

Technical Career Institute

Padmore, Mr. Terry

Polytechnic University

Skilitis, Ms. Diana

CUNY LaGuardia Community College

Vega, Mr. Javier

School of Visual Arts

#### WESTERN REGION

Barlotta, Ms. Marie

Erie Community College

#### **RECENT REPORT ON COMPUTER VIRUSES**

*Submitted By: Louis R. Seda, Director, Bursar's Office, School of Visual Arts and NYC Regional Director for NYSOBBA*

This was originally submitted to the Greentree Gazette by NYSOBBA member Dennis Riker, Barnard College.

*PBS virus:* Your program stops every few minutes to ask for money.

*AT&T virus:* Every three minutes it tells you what a great service you're getting.

*MCI virus:* Every three minutes it reminds you that you're paying too much for the AT&T virus.

*GOVERNMENT ECONOMIST virus:* Nothing works, but all your diagnostic software say every thing is fine.

*ELVIS virus:* Your computer gets fat, slow, and lazy, then self destructs, only to resurface at shopping malls and service stations across rural America.

#### ***WE GOOFED!***

The previous issue of the newsletter stands corrected. The Regional Director for the North East is Sarah Brady. Bob Beiswanger handles the Western region, and Jack Edwards is the regional director for Mid-Hudson. Also, the article on Direct Lending should have been published in the last issue. We apologize for the omissions.

#### ***NEXT ISSUE!***

*The next issue of the Newsletter will be published in late-March. To keep the information flowing, we need your support. If you attended a training session, conference, or workshop - write about it. Please submit your article by March 7, 1996.*

***All information must be submitted to:***

**NYSOBBA**

**c/o Office of Student Accounts**

**Teachers College, Columbia University**

**525 West 120th Street, Box 305**

**New York, New York 10027**

***We thank all who contributed to this issue of the Newsletter.***



**DEPARTMENT OF EDUCATION WORKSHOPS**

The Department of Education, Region II is sponsoring the following workshops. These workshops will be held at the new Training Center located on the 12th floor of 75 Park Place in New York City. For more information contact the Regional office at (212) 264-4022.

<i>1996</i>	
November 21-22	DL Cash Management & Data Matching - RTF
December 11-12	EDEXpress - RTF <i>FULL</i>
December 18-19	DL Cash Management & Data Matching - RTF
<i>1997</i>	
January TBD	EDEXpress - RTF
Week of January 27 (tent.)	ED Electronics Training - Puerto Rico
Week of February 3 (tent.)	Title IV Program Training - Puerto Rico
February TBD	EDEXpress - RTF
March 5-6	Title IV Update Rochester institute of Technology
March 12-13	Title IV Update New York University
March 17-21	Precertification Workshop New York City
March 18-19	Title IV Update Fairleigh Dickinson University
March 25-26	Title IV Update Universidad de Puerto Rico
April 2-3 (tent.)	Title IV Update TCD - Albany
March -April TBD	Title IV Update - RTF

**NEW YORK STATE ORGANIZATION OF  
BURSARS AND BUSINESS ADMINISTRATORS**

**1996-97 INDIVIDUAL/INSTITUTIONAL MEMBERSHIP FORM**

Please complete this section if you are requesting an **INDIVIDUAL** membership and attach payment of \$60.00. Make check payable to NYSOBBA. Please write/print legibly.

NAME last \_\_\_\_\_ First Mr./Mrs./Ms./Miss \_\_\_\_\_

Title \_\_\_\_\_

Institution \_\_\_\_\_

Address \_\_\_\_\_ City, State  
Zip Code \_\_\_\_\_

Telephone \_\_\_\_\_ Region \_\_\_\_\_ Fax # \_\_\_\_\_

Please complete this section if you are requesting an **INSTITUTIONAL** membership and attach payment of \$175.00. Make check payable to NYSOBBA. Institutional memberships allow five (5) members on NYSOBBA database.

NAME Last \_\_\_\_\_ First \_\_\_\_\_

Title \_\_\_\_\_ Telephone # \_\_\_\_\_

NAME Last \_\_\_\_\_ First \_\_\_\_\_

Title \_\_\_\_\_ Telephone # \_\_\_\_\_

NAME Last \_\_\_\_\_ First \_\_\_\_\_

Title \_\_\_\_\_ Telephone # \_\_\_\_\_

NAME Last \_\_\_\_\_ First \_\_\_\_\_

Title \_\_\_\_\_ Telephone # \_\_\_\_\_

NAME Last \_\_\_\_\_ First \_\_\_\_\_

Title \_\_\_\_\_ Telephone # \_\_\_\_\_

Institution \_\_\_\_\_

City, State, Zipcode \_\_\_\_\_

Region \_\_\_\_\_ Fax # \_\_\_\_\_

Please return this form with your payment to:

Mr. Larry Brennan, Bursar  
SUNY Health Science Center  
155 Elizabeth Blackwell Street, Syracuse, NY 13210

**REGIONS:**    Western            Genesee Valley            Central            Northeast  
                  New York City    Long Island            Mid-Hudson

## FREQUENTLY CALLED NUMBERS

Federal Student Aid Hotline 1-800-4FED-AID

NYSFAAA President  
Mr. Thomas Dalton  
Albany College of Pharmacy 518-445-7256

### *NEW YORK STATE HIGHER EDUCATION SERVICES CORPORATION*

<i>EXECUTIVE STAFF</i>	<u>Telephone #</u>	<u>E-mail address</u> <u>@hesc.com</u>
Robert J. Maurer, President	518-474-5592	<b>RMAURER</b>
Peter J. Keitel, Executive Vice President	518-474-5775	<b>PKEITEL</b>
Deborah A. Damm, General Counsel	518-474-3219	<b>DDAMM</b>
Francis J. Hynes, Vice President, Grants & Scholarships	518-473-0431	<b>FHYNES</b>
Robert Moon, Vice President Information Resource Management	518-474-7083	<b>RMOON</b>
Robert E. Butler, Acting Vice President Guaranteed Student Loans	518-473-4933	<b>RBUTLER</b>
Deane Fish, Director, Audit & Quality Assurance	518-473-2287	<b>DFISH</b>
Allison Newman, Director, Corporation Relations	518-473-2523	<b>ANEWMAN</b>
 HESC Liaison to NYSOBBA - Kathy Crowder	 518-473-9232	 <b>KCROWDER</b>
 <i>GENERAL HESC SERVICES</i>		
 ABLE-2		
Steven Murray, Technical Support	518-473-5524	<b>SMURRAY</b>
Linda Hughes, Distribution	518-486-5813	<b>LHUGHES</b>
Customer Service Representatives		
Jason Santora	518-473-9228	<b>JSANTORA</b>
Patricia Herbst	518-473-0842	<b>PHERBST</b>
Kevin Griffith	518-473-3410	<b>KGRIFFITH</b>
Bettye Zeringue	518-474-2991	<b>BZERINGUE</b>
Harvey Mac Bride	518-473-9139	<b>HMACBRIDE</b>
Norman Nadeau	518-473-3469	<b>NNADEAU</b>
E-Mail		
Susan Picard (BITNET, Internet, NYSFA-L)	518-474-8644	<b>SPICARD</b>
Financial Aid Awareness Month		
Anne Zalacca	518-473-4564	<b>AZALZCCA</b>
Linda Bridgewater	518-473-4563	

Help Desk (EFAN, Technical Assistance)	518-473-0550	<b>SYSHELP</b>
Media/Press Inquiries		
Allison Newman	518-473-2523	<b>ANEWMAN</b>
Publication/Brochure Orders		
Rhonda Irvin	518-473-7087	<b>RIRVIN</b>
Solutions Team		
Anita Phillips	518-473-7604	<b>APHILLIPS</b>
James Hanley	518-473-0480	<b>JHANLEY</b>
David Ricks	518-473-0480	<b>DRICKS</b>
Patricia Ronan	518-473-0480	<b>PRONAN</b>
Statistical Information		
Neal Warren	518-473-0966	<b>NWARREN</b>
Telecommunications Device for the Deaf (TDD)	800-445-5234	
Training & Public Outreach		
Ken Storms	518-473-7197	<b>KSTORMS</b>

***LOAN DIVISION***

Robert Butler, Acting Vice President	518-473-4933	<b>BBUTLER</b>
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***Bureau of Guarantee Operations***

Brenda Smith      Acting Assistant Vice President	518-473-0733	<b>BSMITH</b>
Lorraine Butler, Supervisor, App Proc/SCS/Micro Records	518-474-5627	
Anita Phillips, Coordinator, Solutions	518-473-7604	<b>APHILLIPS</b>
Ray Francis, Manager, Active Student Maintenance	518-473-1669	<b>RFRANCIS</b>

***Bureau of Default Processing***

Michael Daggett, Director, Collection Control	518-473-1632	
Dawn Shafer, Manager, Customer Response	518-473-1600	<b>DSHAFER</b>
Larry Nielsen, Manager, Compliance Control	518-474-0991	<b>LNIELSEN</b>
Kay Reinhart, Manager, Litigation	518-486-7024	
Jeanette Diggs, Manager, DMCS & Support	518-486-9478	
Dolores Conroy, Manager, Litigation and Enforcement Finance	518-473-0815	
Matt Downey, Associate Accountant, In-House Litigation	518-474-4268	
Karen Martin, Associate Accountant, Vendors	518-474-4463	
Don Dugan, Manager, Default Loan Finance	518-486-7483	<b>DDUGAN</b>
Monica Gerepka, Senior Accountant, Cashiers	518-486-7452	
Ed McLeer, Associate Accountant, PCA/Claim Processing	518-473-1685	<b>EMCCLEER</b>

**Bureau of Operational Support**

Joe DiPierro                      Director    518-473-1592

Bill Beaudin, Manager, Data & Processing    518-474-2715

Anthony Burt, Manager, General Ledger & Investments    518-473-1594

*Toll-Free Student Assistance:*

Loan Application Status Inquiry    800-642-6234

Default Prevention    800-888-0741

Default Collection    800-666-0991

Default Information & Assistance    800-224-9710

Servicer/Problem Resolution    800-808-1790

Policy (Regulations governing loan programs)    518-473-3986

***GRANTS & SCHOLARSHIPS DIVISION***

Francis Hynes                      Vice President    518-473-0431

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Rita McGivern, Field Service Representative    518-474-3552

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**LMAINVILLE**

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**BHOCHBERG**

Tom O'Reilly, Supervisor, Awards Processing    518-473-0425

**TOREILLY**

Norene Grose, TAP & Scholarship Processing    518-474-8615

**NGROSE**

Brian Matthews, Director, Payments/IVP    518-473-3273

Nancy Roulier, Manager, Payments/IVP    518-473-0414

John DeFazio, Head Clerk, Payments Control/

Check Disbursements    518-474-3608

Regina Helinski, Supervisor, Certification    518-473-3762

Robert Flick, Supervisor, Refund Collection    518-473-7454

Eileen Babcock, Supervisor, IVP/Student Refunds/

Reconciliation    518-473-0412

TAP Application Status    518-474-5642

Policy (Verify receipt of roster)    518-473-3762

Policy (Questions regarding actual certification of roster)    518-474-3552

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