

MINUTES
SCASFAA Board Meeting
South Carolina Student Loan Corporation
October 25, 2010

Present:

Jeni Rone	Missy Lutz	Katie Harrison
Jeff Holliday	Nikisha Dawkins	Emily Staggs
Hank Fuller	Vickie Sutton	Chuck Sanders
Allison Sullivan	Aria Simmons	Sarah Dowd
Violette Hunter	Kenneth Cole	Rosalind Stevens

Absent:

Jennifer Williams	Forrest Stuart	Kimberly White-Grimes
Ellen Green		

CALL TO ORDER

President Jeff Holliday called the meeting to order at 10:13 am. A quorum was established with all voting members present.

President Holliday asked if there were any adjustments or additions to the agenda, to which there were none. The agenda was approved as presented, with the allowance that the President could modify as needed throughout the meeting.

The minutes of the June 28 – 29, 2010 Transitional Board meeting were reviewed and accepted as public record.

REPORT OF OFFICERS

President (Jeff Holliday)

President Holliday thanked all board members for their willingness to serve on the Board and for taking the time to attend the Board meeting. He reported that he is encouraged by the level of communication among board members and that several key committees are already hard at work with planning for this year's events. With this in mind, President Holliday feels SCASFAA has gotten off to a good start this year.

President Holliday reviewed the results of the association's financial review, which was completed on October 13, 2010, by Nancy Garmroth and Jeff Dennis. The review was conducted based on financial review guide outlined in the current Policies & Procedures Manual. There were a total of 15 findings documented during the financial review. Ken Cole provided an explanation regarding late payment fees assessed during the prior year and outlined the plan that he and Nikisha have discussed to ensure correction, including making sure all contact information has been correctly updated, and the possibility of making monthly credit card payments in person or online instead of mailing in payments. Jeff reviewed all recommendations with the Board members.

The Board discussed whether to need to add a 30-day clause to the P&P regarding forms and receipts for reimbursements and payments. Ken Cole recommended an update to Section 105.A.1 which states that all SCASFAA Cardholders should contact the Treasurer immediately upon expenditure of funds.

Ken Cole also stated that the association may also want to consider providing in-depth training to the Treasurer-Elect on specific, day-to-day duties of the Treasurer. Currently, the Treasurer-Elect does not have well-defined duties and this could be a way to better transition the position into the responsibilities of Treasurer. Ken mentioned that SCASFAA may also want to consider establishing an official Past-Treasurer position.

Rather than initiating any changes to the Policies & Procedures at this meeting, President Holliday tasked Allison with the special project of working on simple, effective annual calendar and training manual for the Treasurer-Elect position, in conjunction with Nikisha and Ken. Allison will also review the responsibilities of both Treasurer and Treasurer-Elect with the goal of spreading certain duties out between the two positions.

Note: Allison will initiate and complete the above-referenced project, bringing recommendations before the Board as needed.

Jeff also requested that Ken and Nikisha work together on any policy recommendations for changes to the P&P to be presented at the Spring board meeting.

Note: Ken and Nikisha will determine changes needed for the financial management section of the P&P and will present recommendations at the January Board meeting.

After hearing no further discussion on Financial Review, the document was accepted as official record.

President Holliday asked the Board to consider nominations for the following awards: Achiever, Distinguished Service, Fearless Nine, Emerging Leader, Honorary Membership, Lifetime Membership, and Quarter-century. Nominations are due to Jeff on January 15, 2011, and will be brought to the next Board meeting for voting. The Board is also scheduled to review all retirees for recognition during the January Board meeting.

Jeff discussed the future of the lender liaison position on the Board. After discussion, the Board decided that the position will likely be eliminated at some point in the future; however, there is still valuable information regarding loan servicing and other federal loan issues to be shared with the Association from the perspective of the lender liaison. President Holliday indicated that the position will remain active for the remainder of the 2010-2011 year.

President-Elect (Allison Sullivan)

Allison provided an update on her current special project, which is to continue researching and developing a certification program for SCASFAA. Allison spoke to the Human Resources department at USC Upstate, in addition to the State's Office of Human Resources. Both offices indicated they could not give a definite answer on whether or not having certificates on file would make a difference when it comes to employee evaluations and pay raise considerations, and that it would be left up to the supervisor to determine how to treat them. Since there is a potential for the certificates to be beneficial to our members and to other audiences (i.e. guidance counselors through the national training program), Allison feels it is a worthwhile endeavor to continue with the certificate program.

Ken Cole questioned whether we need to implement an assessment-based training in the future (i.e. take a short quiz after the training is made available) in order to further validate what the training encompassed and what SCASFAA is certifying. Aria questioned whether the assessment would require trainers to be certified in the area in which they are training. The Board discussed providing a certificate of attendance versus a higher level certification. If the higher level is what we want to eventually provide, the Board will need to make a decision regarding the effectiveness and qualifications of the trainers.

After discussion, several Board members agreed that the certification of our workshops and other trainings continue to be a worthwhile effort and that SCASFAA will continue to offer certificates of attendance for our training and professional development offerings.

Vice President (Kenneth Cole)

Ken reported on the upcoming New Aid Officers Workshop, which has been expanded and split into New Aid & Intermediate level workshops. The intermediate track is refresher training for aid administrators who are not new but need detailed training in specific areas. NASFAA CORE materials are being used for the training. Cost options have also been expanded; we will continue to charge \$60 for both days, but will also offer a \$40 tier for attendees who choose to attend only one of the two days.

Ken reviewed a letter (explanation of certificate), which he will be including with all certificates for NAOW this year. The letter explains the credentials of the NASFAA Core materials to validate the certificate which attendees will receive.

An update was given regarding the SCASFAA Fall update, which will be provided on November via the TechNet system. David Barnicki is planning to complete his section of the update from one of the technical colleges in the Upstate. The state programs update will be provided in the morning, and David is planning to present an extensive federal update after the state program updates are complete. He also hopes to be able to discuss year-round Pell, time permitting.

Leadership Symposium update – Due to budget constraints and trainer availability, the committee has decided to offer a one day, centrally located workshop in Columbia. The tentative date is March 3, 2011, and the agenda is currently being developed.

Webinars – SCASFAA plans to offer three free webinars to the membership throughout the year. More information will be forthcoming regarding webinar opportunities. The Board discussed whether the webinars should be made available only to current members of SCASFAA. It was decided that the webinars would be promoted to members of the organization; more information on webinar opportunities will be provided at the January Board meeting.

Secretary (Katie Harrison)

Katie reported that four changes had been made to the Policies & Procedures Manual. Section 100.2, Awards and Recognitions, has been updated to describe and define criteria for the SCASFAA Achiever Award, which was approved as a new award on June 29, 2010.

Section 107.9 Fiscal Management has been updated to reflect the updated year (2010-2011) for sponsorship information. The previous version of the P&P Manual referenced the 2008-2009 year.

Based on a decision made by the Executive Board on June 29, 2010, the following clause has been added to the first paragraph of the Site Selection (Section 108.1) guidelines: "The President, at his or her discretion, may direct the Site Selection Chairperson to evaluate sites and facilities one year in advance, instead of two, upon evaluation of current and projected economic climates which may impact the feasibility of signing a contract two years in advance."

Section 111.12 Lifetime Memberships has been added to reflect that Jacqueline Bell has been added as the recipient of a lifetime membership, as voted on by the 2009-2010 Executive Board on June 28, 2010.

Treasurer (Nikisha Dawkins)

Nikisha presented the recommended budget on behalf of the budget committee and asked whether any Board members would like to discuss their individual line items.

Vickie Sutton requested an additional \$100 for the Counselor Relations committee based on the fact that the training will be offered in additional locations throughout the state.

Aria Simmons requested an additional \$5000 for the Program committee, in the event that higher than anticipated attendance at the conference. This would keep the Board from having to vote on potential overages to cover unanticipated expenses for the conference.

Nikisha reported there are currently 191 paid members of the association; 17 have paid for NAOW, and the current total income is \$5550. The Budget committee decided to charge \$25 for the diversity workshop and leadership symposium, primarily to help offset the cost of food.

Rosalind presented concerns from the diversity committee, specifically whether the charge will deter members who would otherwise attend because the workshop was free. Jeff Holliday confirmed that membership will be required in order to attend the workshop. The Board then discussed the fact that the fee is going to be used to cover food and should be charged.

Nikisha reported on the current status of the checking accounts and CD investments. Two CDs are close to maturing, and the Wachovia CD has been closed out and rolled over to the checking account. Nikisha reviewed the options for investments.

Note: Nikisha will submit a recommendation from the budget committee regarding the investment portfolio to Jeff and he will submit to the Board for a vote.

Action Item: President Holliday called for a vote to approve a \$200 increase to the Counselor Relations committee line item. Katie Harrison moved, and Ken Cole seconded the motion. The motion carried unanimously.

Action Item: Jeff Holliday moved to approve an increase to the Program/Conference committee line item, bringing the budget to \$35000. Hank Fuller seconded the motion. The motion carried unanimously.

Action Item: After discussion regarding the fee for the diversity workshop, Sarah Dowd moved for the diversity workshop fee to be reduced from \$25 to \$15. Ken Cole seconded the motion and it unanimously carried.

President Holliday dismissed the group for a break at 12:10 p.m., and the meeting reconvened at 12:20 p.m.

Action Item: Nikisha made a motion that the updated 2010-2011 budget be accepted as revised. Katie Harrison seconded the motion. The budget was approved unanimously by the Board.

Note: Nikisha will submit a revised copy of the approved budget to the Board members.

Treasurer-Elect (Missy Lutz)

Missy had no official report for the Board at this time.

Member at Large (Emily Staggs)

Emily reported that there are currently 191 paid members. In January, she will get a list of all new members and send welcome letters on behalf of the association. She would like to reach out to previous members who have not yet renewed their membership, in addition to contacting new FA professionals who have not become members of SCASFAA yet. Emily welcomes all suggestions from Board members in assisting her with these endeavors. Allison recommended that Emily contact the financial aid directors at the institutions that do not have any registered members, and Emily indicated she would pursue that avenue as well.

Past President (Hank Fuller)

Hank has submitted the Nominations & Elections form to ATAC, and it should be available on the website within a few weeks. Hank asked any current Board members who would be interested in serving on the committee to contact him. The committee will be soliciting nominations for President-Elect, Vice President, Treasurer-Elect, and Member-at-Large.

REPORT OF COMMITTEE CHAIRS

Site Selection (Jeni Rone)

Jeni reviewed a potential list of sites for the 2012 Conference and asked the Board to help narrow down the choices, as well as finalizing the dates for the Conference. After reviewing the calendar for conflicts, the Board decided to have Jeni solicit proposals for April 1-4, 2012, in addition to April 22-25, 2012, to determine the most cost-effective contract.

After reviewing the average room rates of the suggested sites, the Board directed Jeni to pursue proposals from the following locations: Sheraton Charleston Airport, Charleston Marriott, Sheraton Myrtle Beach Convention Center, Embassy Myrtle Beach, and Hilton Myrtle Beach Resort.

For the purpose of contract negotiations, Jeni will provide an anticipated attendance of 120 SCASFAA members.

Lender Liaison (Chuck Sanders)

Chuck provided an update on the lobbying efforts of non-profit servicers. SCSL is in the process of determining which servicing system to utilize in the event they choose to participate in servicing contracts. That decision will be made, in part, depending on the reimbursement level provided to the state-based, non-profit agencies.

Chuck also discussed the potential future role of guaranty agencies nationwide and indicated that the industry will likely see mergers among guaranty agencies and previous FFELP lenders.

Consumer Relations (Violette Hunter)

Violette provided an update on plans and preparations for College Goal South Carolina. Lander University and Williamsburg Technical College have signed up as new CGSC sites for this year. College Goal South Carolina will be held on Saturday, March 5, 2012. Violette will be meeting with the site coordinators prior to the date to finalize plans and to distribute publicity materials.

Counselor Relations (Vickie Sutton)

Vickie reported that her committee will provide *FACE the Facts* newsletters to the guidance counselor community in Fall and Spring, and she asked the Board members to submit any recommendations for articles or topics for the newsletter. The committee also plans to continue with the National Training for Counselors and Mentors program. Vickie reported that the "Train the Trainers" webinar for NT4CM was held in August and is now available online. Vickie's committee decided to expand the areas of the state in which the training is made available, and they are currently planning to offer the training in Aiken, Columbia, Florence, Greenville, Rock Hill, and Charleston. Vickie and her committee will plan to consult with CHE regarding their ability to present state information at these sessions and will then determine the schedule for the training sessions.

Diversity (Rosalind Stevens)

The diversity committee's goal is to educate SCASFAA members on diversity topics which have an impact on financial aid officers as we work directly with students, as well as diversity issues within the office environment. Rosalind reported that her committee has begun sending out "Diversity Tidbits" via the listserv and will continue to do so throughout the year. The Diversity Workshop is scheduled to be held on December workshop at SC Student Loan in Columbia. The topics will include LGBT bullying and religious and cultural differences. Rosalind also reported that Allison Sullivan plans to continue spotlighting the counties throughout the state, a project which she began last year as Diversity Chair.

Electronic Services (Ken Bernard)

Ken reported that he will be exploring the possibility of expanding services with ATAC to include online payments, etc. In addition, he plans to look into other website managers like Wild Apricot to determine whether SCASFAA should consider switching providers. President Holliday indicated that he is interested in exploring what Wild Apricot has to offer and what their pricing structure is.

Jeff Holliday indicated that he has a conference call scheduled with the SASFAA board, and he plans to ask whether other associations that utilize ATAC are experiencing with the delays and lack of services. Jeff also plans to contact ATAC directly regarding the issues we have experienced with the level of service provided recently.

Legislative Relations (Forrest Stuart)

Absent – written report submitted to Board prior to meeting

Newsletter (Jennifer Williams)

Absent – written report submitted to Board prior to meeting

Peer Support (Kimberly White-Grimes)

Absent – written report submitted to Board prior to meeting

Program (Aria Simmons)

Aria reported that the Program Committee met on October at the conference hotel and had the opportunity to meet directly with Stephanie, our coordinator for the conference. Aria had concerns about meeting the room block, but Clarion has indicated they do not plan to lock us into the room usage block. A tentative agenda is already in place, and the committee is currently working on the theme and logo for the conference. The committee has discussed session ideas from NASFAA's curriculum, including Cost of Attendance, Net Price Index, SAP, 3-year Cohort Default Rate, DL Reconciliation, and Policies & Procedures development. Aria will also be contacting Rosalind regarding a general diversity session. In addition to the NASFAA-related sessions, the committee also hopes to incorporate sessions on Professional Judgment, Consumer Information, Financial Literacy, Work Study, VA Benefits vs. non-VA Tuition Assistance Programs, Top Ten Audit Findings, Verification, and Private Loans.

David Bartnicki has been confirmed as the federal trainer for the conference. In addition, Aria is trying to get a trainer from COD to come in and discuss Pell and DL reconciliations, and she is also planning to contact the software developers to come in again for a session. Sessions (other than the opening general session) will be offered on Sunday due to the shorter length of the conference.

The conference committee has chosen the American Red Cross as this year's charity. The Red Cross will be on site one day during the conference conducting a blood drive. The committee is also considering a silent auction and raffle to benefit the Red Cross financially as well. Aria is planning another conference call with her committee in November, and they will also hold an in-person meeting in December or January to continue planning the agenda.

Jeff Holliday will confirm the SASFAA and NASFAA representatives for the conference and report that information to Aria.

SCASFAA Advisory Council to CHE (Ellen Green)

Absent – no written report provided at this time

Sponsorship (Sarah Dowd)

Since Sarah sent her original report to the Executive Board last week, Wells Fargo has committed to the \$2000 sponsorship level. Sarah is continuing efforts to talk with past sponsors. Based on communication with certain sponsors, it has been determined that we need to provide an exhibitor-only level of sponsorship to accommodate those who wish to attend the conference as an exhibitor but are hesitant to commit to the entire \$2000 level.

Sarah asked for suggestions from the Board members for other potential sponsors or conference exhibitors. Recommendations included credit companies (i.e., Equifax), and third party processors (i.e., Financial Aid Services and The Kenaly Complement).

The Board reviewed the description of similar exhibitor level guidelines from SASFAA and made changes to make the document more specific to SCASFAA.

Action Item: Sarah moved that we accept the \$500 level discussed for exhibitors only; Hank Fuller seconded. The motion carried.

Sarah will utilize the document referenced above to create a draft policy covering the new Exhibitor sponsorship level for the Board to review and vote on at the next Board meeting.

UNFINISHED BUSINESS

No unfinished business reported

NEW BUSINESS

No new business reported

Hank Fuller moved to adjourn the meeting at 1:52 p.m. Allison Sullivan seconded it. The motion passed, and the meeting was adjourned.