### KASRO KONNECTIONS

OFFICIAL NEWSLETTER



### A Message from our President

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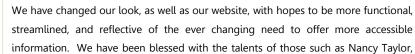
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Just for Laughs
Did You Know?
Upcoming Events



Here we are, almost 9 months into the 2015/16 year of KASRO – a very important year in many ways. We are now celebrating our 25<sup>th</sup> Anniversary in which leaders of some of the colleges and universities of Kentucky had the commitment, objective, and determination to develop our organization to share information that impacted us all.





who has been a great resource and an incredibly passionate person for presenting this wonderful newsletter. She is someone who has kept her finger on the pulse of what is happening to the Federal Perkins Loan program, along with other related changes in Washington DC that can, and often do, impact all of us and our institutions.

Founded in 1991, we continue to be one of the premier organizations that have a focus on student business service related issues. These issues have allowed for the exchange of ideas and the willingness to share knowledge and information to each of our fellow members throughout the Kentucky region. As we grow and look to extend our membership outside of our state's borders, our missions remain the same; Network, Communicate, and Reciprocate with knowledge and professional development for our constituents.

As part of our 2015/16 membership year, we again offered the opportunity for TWO professional conferences. The Fall 2015 conference was hosted by the University of Louisville on October 8<sup>th</sup> and 9<sup>th</sup>. We had a good turnout and were entertained and educated by some very dynamic speakers. The Spring 2016 conference will be equally as valuable with an agenda that will focus on the many changes that seem to be impacting all of our areas of responsibility.

The Spring Conference will be May 4-6, 2016 at General Butler State Park in Carrollton, KY. Topics include Federal Updates to the Perkins Loan, 1098-T Changes, Student Refunds, VA Benefits, and the Cashless Office. Most importantly, we will have the opportunity to network with our peers. If you have not registered for the Spring 2016 conference, please look at the KASRO website to register and be an active participant. Our website is <a href="https://www.KASRO.net">www.KASRO.net</a>.

Thank you for your continued support of KASRO and renewing/becoming a member. If you are not already a member of KASRO, please consider joining today.

I look forward to seeing you all at the Spring 2016 Conference – A Celebration of our 25<sup>th</sup> Anniversary of KASRO!

Very best wishes, Gregory D. Atkins President KASRO 2015-16



### KASRO MEMBER NEWS

Sarah Habel, Student Account Analyst, earned her Bachelor's Degree in Business Administration Management.

Kathleen "Katy" McGill

 new Perkins Loan Specialist, started February 22<sup>nd</sup>. Monica Rector has transitioned to another position in the Office of the Bursar.

Tina McWain attended the IRSC Tax Conference at Disney to learn about tax laws, 1099-MISC,

and 1042-S. A week at Disney!



### John Paul Coyle,

Assistant Controller, attended the NACUBO Intermediate Accountant and Reporting Workshop in Orlando.



Restructuring at Transy:

### Jennifer Schabert

Student Accounts Manager (all student AR)

### **Teresa Epley**

Accountant (all collections & Perkins)

### Liz Fulkerson

Senior Accountant (a lot of everything!)

### **Kimberly Gibson**

Cashier (all payments, reports, mailings, phones, etc. – busy!)

Effective October 1, 2015, Student Account Services reports to the Office of the Treasurer. SAS previously was part of Enrollment Management.

UK SAS staff were big winners in the gigantic Powerball drawing: \$4.00!

The staff decided to keep their jobs and retire at a later date.

-Reuben Harness





### Marty McAnear is

now representing GRC as the Director of Sales – Central Region. She is glad to be both living and working in Kentucky now and she, along with GRC, will continue to give KASRO their full support.





### KASRO loooooooooooooo BABIES!









Anita Miskell, Oakland City University New grandbaby Lydia Sue Born 1/24/16; 8 lbs, 10 oz, 22" long

### Bethany Warner, EKU Camden Michael Born 2/3/16, 8 lbs, 6 oz -with big brother Clayton







**Reuben Harness, UK**Beautiful granddaughter Lily
Valentine's Day 2015 vs 2016



### **MISSION**

KASRO's mission is to offer professional development and educational opportunities for University Business Officers that will enhance their post-secondary institutional mission of implementing sound financial controls and providing excellent customer service.

You are encouraged to submit letters, photographs and announcements. Items of interest are welcome.

Contact: Nancy Taylor KASRO Secretary ntaylor@uky.edu



### KASRO MEMBER NEWS (continued)

### Who says Collections can't relate to Halloween? Trick or Treat!



Transylvania Student Accounting
Alice in Wonderland
Off with their heads!



WKU Office of the Bursar
Super Heroes

It's a bird, it's a plane, it's....Mighty Collector!

UK Student Account Services
Wizard of Oz

If we only had a heart.....

Missed you this year, Murray State!



### KASRO BOARD 2015-16

| President   | Greg Atkins         | University of<br>Louisville    | gregory.atkins@louisville.edu |
|---|---------------------|--------------------------------|-------------------------------|
| Past President<br>(elected to complete<br>vacated term) | Crista Fornash      | University of<br>Kentucky      | fornash@uky.edu               |
| President Elect   | Rochelle Seals      | Eastern Kentucky<br>University | rochelle.seals@eku.edu        |
| VP Annual<br>Conference                                 | Tina Shanks         | University of<br>Kentucky      | tina.shanks@uky.edu           |
| VP Pub. Relations/<br>Membership                        | Scott Medley        | Reliant Capital<br>Solutions   | smedley@reliant-cap.com       |
| VP Professional<br>Development                          | Kevin Hunt          | Williams & Fudge               | khunt@wfcorp.com              |
| Treasurer   | Carrie<br>McCubbins | University of<br>Louisville    | cnmccu02@louisville.edu       |
| Secretary   | Nancy Taylor        | University of<br>Kentucky      | ntaylor@uky.edu               |
| VP Technology and Social Media                          | Loretta DeToma      | University of<br>Kentucky      | ldetoma@email.uky.edu         |

### KASRO MEMBER NEWS (continued)

### A NEW LOGO FOR KASRO



Original logo designed in 1996 by Brian Peeples, then a KASRO member from Kentucky State University



New logo introduced Fall 2015

In both the previous and new KASRO logos, the 8 stars indicate the location and one school color of the founding state institutions from 1991.

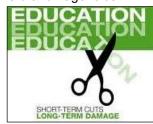


### Morehead State feels the pain of budget cuts

While the Kentucky House of Representatives and Senate conference committee continues to be at loggerheads in a battle to formulate a 2-year state budget, Morehead State University is already feeling the pain of budget cuts. All staff and administrators will be required to schedule five unpaid furlough days, one per pay period, by June 30, 2016.

Governor Bevin's initial budget proposal, presented January 26, outlined a mid-year reduction of 4.5% in budgets for most areas of state government, including universities. Over FY 2016-18, the reduction would be 9%. The Democratic House wants to shield higher education from Governor Bevin's proposed budget cuts, but the Republican Senate wants to use these cuts to partially fund the state's two strapped pension systems. Both sides favor some sort of reward system for doling out future funds to colleges/universities based on factors such as retention and graduate rates, but details are not yet known. The two sides were negotiating to reach a compromise, which if passed by both the House and Senate, would go to the governor for signature (and he could line item veto) – all before April 15 when the legislative session ends. However, on March 31, Bevin ordered immediate 4.5% cuts to the current fiscal year ending June 30, 2016, for all state colleges and universities. He cited a state law that allows him to reduce allotments for executive branch agencies.

Budget proposal sources: Lexington Herald-Leader 3/17, 3/30, 3/31, 4/1/16 UK President Eli Capilouto's email updates to campus community on 1/27, 3/7, 3/16, and 3/23/16







Bob Neumann, NKU 1993-95

1991-93



Linda Bradford Smitha, UK 1995-97





Ashley Key, WKU 2012-13

OF SERVICE EXCELLENCE

**KASRO PRESIDENTS** 





Carol Babb, UL 2009-10



2006-09

Mary Fister, EKU 2005-06

### SPRING CONFERENCE MAY 4-6, 2016 GENERAL BUTLER STATE RESORT PARK

1608 KY-227, Carrollton, KY 41008

### HAVE YOU REGISTERED FOR THE CONFERENCE?

If you have not yet paid the Annual Membership fee for 2015-16, do that *first*. Go to www.kasro.net and click on **Membership** to pay the membership fee.

Then click on **Spring 2016 Conference** to register for the conference. It's easy! **Register by April 15.** Since the lodge is booked up now, reserve your room at nearby Holiday Inn Express 502-732-6770.

Provide Group Code KAS for rate of \$89/night. Conference dress is very casual!



### SPRING CONFERENCE AGENDA

### Wednesday, May 4, 2016

12:00 p.m. Conference Registration

1:00 p.m. Welcome/Opening Remarks/Business Meeting

1:30 p.m. Keynote Motivational Speaker

Brent Niemuth, President, J. Schmid

2:45 p.m. Networking Break

3:00 p.m. Brent Niemuth (continued)

4:15 p.m. Federal Update (COHEAO)

Karen Reddick, National Credit Management

6:30 p.m. Bus departs for dinner at

Belterra Resort

### American Cancer Society Fundraiser

KASRO is proud to
announce the 6th Annual
5K Fun Run/Walk at
the Spring Conference –
in memory of Carol Babb,
the friend we lost May 2011, and others
who are battling cancer.

Please join us for the fun Thursday afternoon, May 5, 2016, 4:30 p.m.

All participants receive a free commemorative T-shirt!





For your participation, a minimum \$10 donation to the ACS may be made on-line on the

KASRO (University of Louisville) Relay for Life Page at:

KASRO Relay for Life

### Thursday, May 5, 2016

8:00 a.m. Breakfast – Conference Center

9:00 a.m. Student Refunds-Are you ready for the Changes?

**Customer Bancorp** 

10:00 a.m. Networking Break

10:15 a.m. Veterans Benefits Update

Carrisa Gentry & Andrea Dolle

University of Louisville

### SPRING CONFERENCE AGENDA (continued)

### Thursday, May 5, 2016 (continued)

11:00 a.m. Concurrent Sessions

**Perkins Roundtable** 

Moderator: Kevin Hunt, Williams & Fudge

**Accounts Receivable Roundtable** 

Moderator: Michelle Hartmann, ConServe

12:00 p.m. President Luncheon

Lou Darnell Award/Vendor Prizes

1:15 p.m. KASRO 25<sup>th</sup> Anniversary Presentation

Nancy Taylor, University of Kentucky

1:45 p.m. Litigation/Bankruptcy

James Hart & Joe McCandlish

Weltman & Associates

2:45 p.m. Networking Break

3:00 p.m. Bursar Gone Cashless

Tony James, Murray State University

4:30 p.m. Annual 5K ACS Benefit Run/Walk

6:30 p.m. Cookout (General Butler Shelter)
Games, Live Music, Good Food







### Friday, May 6, 2016

8:00 a.m. Breakfast/Vendor Prizes – Conference Center

Must be present to win

9:00 a.m. **1098-T Changes for 2016** 

Aaron Hershberger, BKD

10:00 a.m. Networking Break

10:15 a.m. One Stop Shop

Darren Curry, University of Tennessee

Alane Poff, Berea College

11:15 a.m. KASRO Business Meeting/Grand Prize Drawing

Must be present to win

11:45 a.m. Conference Ends – Lunch on your own



### Lula "Lou" Darnell Distinguished Service Award



The award is presented annually at the spring conference to an individual for outstanding service and dedication to KASRO. The award is named in memory of Lou Darnell, an outstanding professional at Murray State University and a valued friend of KASRO.

If you would like to nominate someone for this year's award, please contact Scott Medley with the name of the person you are nominating and a brief summary as to why you think the person should receive this award: <a href="mailto:smedley@reliant-cap.com">smedley@reliant-cap.com</a>

### Past recipients of the award are:

2004 Lou Darnell's husband

| 2005 | Mary Marcum    | UK           |
|------|----------------|--------------|
| 2006 | Linda Smitha   | UK           |
| 2007 | Anita Poynor   | Murray State |
| 2008 | Chris Thomas   | Berea        |
| 2009 | Karen Reddick  | NCM          |
| 2010 | Carol Babb     | UL           |
| 2011 | Kevin Hunt     | W&F          |
| 2012 | Nancy Taylor   | UK           |
| 2013 | Rochelle Seals | EKU          |
| 2014 | Scott Medley   | GRC          |
| 2015 | Tina Shanks    | UK           |
|      |                |              |

Please submit your nominations to Scott by Wednesday, April 15, 2016.

### **ELECTION OF OFFICERS**

An election will be held at the Spring Conference to fill the positions of President-Elect, Secretary, Vice President-Annual Conference, and Vice President-Public Relations/Membership. Below are the candidates for these positions. If you are unable to attend the conference, you may request an absentee ballot from Crista Fornash at <a href="mailto:fornash@uky.edu">fornash@uky.edu</a>.

### PRESIDENT-ELECT

Kim Graboskey

Northern Kentucky University Director of Student Account Services

### Unopposed

Kim Graboskey has been the Director of Student Account Services at Northern Kentucky University for the past seven years. She received both her B.S. and M.S. from Ferris State University. Before becoming Director at Northern Kentucky, she spent 19 years working her way through each position within the Business Operations Office of Ferris State University, allowing her to become well versed in all aspects of the inner workings of the higher education student account/billing arena. Exemplary customer service has become her life's work.

A few of Kim's professional associations include KASRO, NACUBO, SACUBO, Treasury Institute, and ACA. Kim is "Mom" to one son and "MeMe" to two beautiful granddaughters who bring absolute joy to her life. She currently resides in Independence, KY with her pug Reggie.

### SECRETARY

### **Anita Miskell**



Oakland
City
University
Supervisor
of
Collections

### Unopposed

Anita Miskell has worked in the area of student billing/collections at Oakland City University since September 2001. She presently serves as the Supervisor of Collections. In addition to student accounts receivables, she works closely with the school's VA certifying official to ensure Chapter 33 and Chapter 31 benefits are paid and refunds processed accurately. She also processes third party invoices such as GoArmy, Vocational Rehab, and other military and employer tuition assistance programs. In June of 2013, she also began management of OCU's Perkins Loan program.

Anita earned her BS in Organizational Management from Oakland City University in 2005. She has been a member of KASRO since 2009, one of the first KASRO out of state institutional members.

Anita has been married to her husband Tom for 30 years. They have two children, Elizabeth and Jack, and just recently became proud grandparents to their first granddaughter, Lydia Sue.

### **VP-PUBLIC RELATIONS/MEMBERSHIP**

### **Karen Reddick**



National Credit Management Vice President-Business Development

Karen Reddick is a graduate of Webster University in St. Louis. She has over 20 years of higher education experience. Karen started her career as an Admissions Officer with Missouri College for seven years, dealing with all aspects of student services. She has been with National Credit Management servicing colleges and universities for 15 years. Karen has served as the Co-Chair for the Membership Committee, Conference Committee and Director of Associate Members for the Michigan Association for Student Financial Services Administrators (MASFSA). In addition to her current duties, she is a member of the Coalition of Higher Education Assistance Organizations (COHEAO) Board of Directors as the Member Chair and is a member of the COHEAO Task Force to help preserve the future of the Perkins Loan Program. She presents at several regional and national conferences specializing in Identity Theft, Safeguarding Rules, Perkins 101 and represents COHEAO for legislative updates. Karen has had the prestigious honor to have been awarded the 2014 CAASLAR Distinguished Member Award, the 2010 and 2014 Commercial Member of the Year for COHEAO, and the 2009 KASRO Lou Darnell Award.

### **VP-PUBLIC RELATIONS/MEMBERSHIP**

### **Michael Matkowsky**



Account Control Technology Regional Account Executive

Michael Matkowsky is a Regional Account Executive with Account Control Technology (ACT). Although new to campus collections, he feels he is an ideal candidate. He began this aspect of his career over 13 years ago at the entry level and worked his way up through the ranks, from front-line collector to Finance Manager, Client Services Liaison, Director of Client Services and Quality Assurance, and finally to Vice President of Audit and Client Relations. Along the way, he served on numerous steering committees, planned corporate events with clients as well as new executive hires, and took on several new business initiatives.

Michael believes that having experience at all levels in the company has given him unique insight into just what it takes to ensure that the needs of all clients, large and small, are not just met, but always exceeded. Having close contact with a vast variety of clientele in the industry provides him the opportunity to offer serious value and insights that may not otherwise exist with other such individuals.

# **VICE PRESIDENT-ANNUAL CONFERENCE**

### Stephanie Wilson



Kentucky Wesleyan College Student Account Specialist

Stephanie Wilson has been with Kentucky Wesleyan College since October 2010. She is the Student Account Specialist. Stephanie is responsible for billing, payment plans, and collections for all student accounts.

She and her husband Todd have been married for 23 years and have two children. Sidney is a sophomore at Kentucky Wesleyan College and Garrett is a junior in high school.

In her spare time, Stephanie enjoys watching her son play baseball and boating with her family.

# **VICE PRESIDENT-ANNUAL CONFERENCE**

### Kristi Gullett



Morehead State University Assistant Receivables Manager

Kristi Gullett has been a full-time employee of Morehead State University for thirteen years. The past nine of those years has been as the Assistant Receivables Manager in Accounting and Financial Services. Her educational background includes a Bachelor of Social Work and a Master of Adult and Higher Education from Morehead State. Kristi has been a member of KASRO since 2007.

Kristi and her husband Steve have been married for eighteen years and have been blessed with two children, Braden (15) and Brenley (4). Her children keep her hopping with their sports involvement. Her spare time consists of watching Braden play baseball, basketball and football, and Brenley with her tennis and gymnastics. If she has any additional time, she loves to read. Kristi enjoys being involved in her community and serves on several of her hometown's committees.



Regional Director of Business Development ConServe 200 CrossKeys Office Park, P O Box 7 Fairport, NY 14450-0007 Phone (800) 724-7500×4450 Email mmietelski@conserve-arm.com



Thank you for the opportunity to provide a COHEAO update and share some recent and noteworthy highlights within and around COHEAO. For more than 35 years, COHEAO has served as the industry's premier partnership of colleges, universities and organizations dedicated to promoting the Federal campus-based loan programs and addressing the most pressing issues in student financial services today. Driven by the demand for information and collaboration on the Perkins Loan Program, Student Financial Wellness and Student Financial Services, COHEAO provides opportunities for networking and professional development through its conferences, webinars and task forces, focusing on compliance, legislative and regulatory issues.

By advocating for the preservation and improvement of the campus-based programs, our membership is dedicated to providing greater access to students with need in achieving their goal of a higher education!

### Message from the COHEAO President

COHEAO is proud to celebrate one of the greatest legislative accomplishments in the history of our Coalition—the revival of the Perkins Loan Program! Although our Coalition is small in comparison to other national organizations, the strength of our membership and our collective expertise was monumental in leading the battle to save the Perkins Loan Program, gaining national recognition and achieving unprecedented results.

Our Congressional support was immense and heroic. There are many in Congress deserving special praise for their efforts to revive the Perkins Loan Program, including Senator Tammy Baldwin and Representatives Mark Pocan, Mike Bishop and Louise Slaughter. Both Senator Baldwin and Representative Pocan joined us as keynote speakers at this year's annual conference in Washington D.C. We honored them with the COHEAO Torch Award for their dedication and service to students and institutions of higher education.

The efforts of our Alliance members within KASRO made a significant contribution and continue to be vital to our future success as we begin another year of important advocacy. In order to maintain this invaluable program, it is going to take a sustained effort and I'm confident that together we can accomplish our goal. As COHEAO continues to collaborate with our many Congressional champions on the future of the Perkins Loan Program and its full reauthorization, I encourage you to continue your efforts in working with your Representatives and join COHEAO in our current advocacy efforts. Please feel free to reach out to me or any of the COHEAO board members for guidance.

Maria Livolsi COHEAO President Director, State University of New York

### Leadership

The new Board of Directors took office at the conclusion of the Annual conference in D.C., with Maria Livolsi of the State University of New York beginning her final year as President.

COHEAO welcomed one new member to its Board who was elected as a Member at Large: Paola DiDomenico of Northwestern University. Also, elected to second terms as Officers were Treasurer - Lori Hartung of Todd Bremer and Lawson, and Secretary - Tom Schmidt of the University of Minnesota Twin Cities. Elected as Members at Large were Larry Rock of Concordia College Moorhead and Cindy Schick of NCC Business Services of America.

COHEAO Board positions have two-year terms, with a two-term limit in a particular post. The next election will be this fall for posts taking office after the 2017 Annual Conference.

**Congratulations** to Jeff Pfund of the University of Wisconsin for winning the COHEAO Institutional Member of the Year Award and to Mike Mietelski of ConServe for winning the COHEAO Commercial Member of the Year Award!

Continued Page 12

### COHEAO Membership has NEW BENEFITS!

### Breaking News! 2016-17 COHEAO Memberships will include three (3) FREE Webinars!

The longstanding benefits of being an Institutional or Commercial Member of COHEAO include:

- Receiving our bi-weekly edition of The Torch
- Receiving breaking news alerts via COHEAO Spark Notes
- Receiving discounted rates on all COHEAO Conferences & Webinars
- Designating colleagues at your school as Associate Members (at no additional cost)

COHEAO announces a new membership benefit of (3) FREE Webinars - providing additional value and convenience to our members, offering easy access to COHEAO webinars and clearing the path to Industry information and professional development. Please visit our <u>website</u> for more information on joining COHEAO and receiving your Institution's membership code for (3) FREE COHEAO webinars.

### Federal Perkins Loan Program

**Perkins Lives!** On December 18, 2015, the House and Senate passed the *Perkins Loan Extension Act*, H.R. 3594, which extended the program for two years with some significant changes. After repeatedly blocking the original version of H.R. 3594, which was a simple one-year extension, Senate HELP Committee Chairman Lamar Alexander negotiated a deal with a bipartisan group of Perkins Loan supporters for a two-year extension, but with some significant modifications.

The changes to the program as a result of the two-year extension are far from ideal, but loans are now available to new students and the program remains alive heading into the HEA reauthorization debate. The resuscitation of the program shocked many in Washington and it is the direct result of your hard work in promoting the Perkins Loan Program. By advocating and educating policymakers and decision-makers on campus, your efforts preserved this valuable resource for hundreds of thousands of students.

While Senate HELP Committee Chairman Lamar Alexander continues to push for the FAST Act and what he describes as a "One Grant/One Loan" system, we are positioning COHEAO's Campus Flex proposal as one way to preserve and improve the program. By modifying the allocation structure of the campus-based programs to reflect a single appropriation, the Campus Flex proposal fits nicely with the simplification mantra currently abound on Capitol Hill and could even become part of a "One Grant/One Loan" proposal. "One Grant/One Loan/One Campus-Based" is not that big of a jump from what has been put forward in the FAST Act and other efforts toward simplification.

### **COHEAO and Industry Leaders Develop Template Disclosure Form**

After receiving the initial guidance from the Department of Education in the form of DCL-GEN-16-05, COHEAO and industry leaders worked collaboratively to develop a template disclosure form and released the Model Form during the March 22<sup>nd</sup> webinar. The event provided a review and valuable perspectives from peers and servicers on integrating the Perkins Loan Extension Act disclosure requirements into the institutions' systems and processes. The model form will be released to all COHEAO members and available soon in the members-only section of the COHEAO website.

### Bipartisan House and Senate Letters Supporting Perkins and Campus-Based Programs

Two bipartisan letters, one from each chamber, were sent to the Senate Appropriations Committee and the House Labor-HHS-Education Appropriations Subcommittee in mid-March asking for support of the Campus-Based Aid Programs, including Perkins Loans.

The effort in the House was led by Rep. Richard Hannah (R-NY) and Rep. Joe Crowley (D-NY), along with two of Perkins' strongest champions, Rep. Louise Slaughter (D-NY) and Rep. Mark Pocan (D-WI). The letter is addressed to Rep. Tom Cole (R-OK), Chairman of the House Labor-HHS-Education Appropriations Subcommittee, and Rosa DeLauro (D-CT), his Democratic counterpart.

The effort in the Senate was led by Sen. Kirsten Gillibrand (D-NY). The letter is addressed to Senator Roy Blunt, Chairman on the Appropriations Subcommittee on Labor, Health and Human Services, and Education, as well as Senator Patty Murray, Ranking Member of the same subcommittee.

The letters have a clear and simple ask: "We request that the SEOG program be funded at \$757 million, and that the FWS program be funded at \$1 billion. We further ask that the Perkins Loan program, which has been extended through September 30, 2017, maintain its funding so that its structure can be fully considered during the reauthorization of the Higher Education Act."

Thank you to all who contacted their Representatives and Senators to urge them to sign these letters. If you would like a copy of these letters, please contact <u>Michelle Cravez.</u>

Thank you for all of your hard work in the battle to save the Perkins Loan Program. The impact of your voice was monumental and we look forward to leveraging the power of our collective voices again during HEA reauthorization.

Additional information about COHEAO's grassroots initiative is available online: <a href="http://www.coheao.com/advocacy/the-future-of-perkins-loans-what-you-can-do-to-help/">http://www.coheao.com/advocacy/the-future-of-perkins-loans-what-you-can-do-to-help/</a>

### COHEAO Conferences and Webinars

The Agenda Committee, led by COHEAO Vice President Carl Perry of Progressive Financial Services, organizes two conferences a year and monthly webinars. These events are designed to provide timely information to COHEAO members and assist them with regulatory and legislative updates, best practices and other topics of importance in Higher Education.

Our last webinar on March 22nd addressed the "New Perkins Loan Borrower Disclosures", where COHEAO released the Model Form and provided a review and valuable perspectives from peers and servicers on integrating the Perkins Loan Extension Act disclosure requirements into the institutions' systems and processes.

COHEAO is pleased to announce its next webinar in April, during National Financial Wellness month, titled "Improving Student Financial Wellness" scheduled on April 21, 2016 at 2:00 PM EST.

### Come to COHEAO's 2016 Mid-Year Conference in Denver, July, 31 - August 2, 2016

The Mid-Year conference, being held at the Denver Marriott City Center, located in the heart of the city, will provide an opportunity to gain valuable information regarding the Perkins Loan Program, the CFPB, Financial Wellness, Telephone Consumer Protection Act, legal issues and an update from the Department of Education.

The conference will feature both concurrent and general sessions, including presentations, panel discussions, and attendee roundtables. Financial wellness will play a prominent role at the Mid-Year Conference this year, where a half-day workshop devoted to Financial Wellness has been added to the agenda featuring the latest accomplishments, research, industry best practices and strategies for future enhancements. Register here before July 1 to receive the early bird discount.

### COHEAO Scholarships

Each year, the COHEAO Board of Directors awards up to four \$1,000 scholarships to students attending institutions that are members of COHEAO. Scholarship winners from the 2015-16 Academic Year included students from Northeastern University, Concordia College – Moorhead, George Washington University and Vanderbilt University!

COHEAO is pleased to award four \$1,000 scholarships for the 2016-2017 Academic Year. Eligible applicants are students entering their sophomore year through graduate studies who are enrolled at COHEAO-member colleges and universities.

### Accounts Receivable Management

In addition to the federal programs, COHEAO supports its membership with advocacy work on a wide range of student financial services issues. We are committed to promoting discussion and sharing best practices in several areas regarding the current challenges that campuses face in managing accounts receivable, including collection regulations, TILA, institutional loans, TCPA, and cash management. The COHEAO Student Tuition & Accounts Receivable (STAR) initiatives and advocacy are organized through our STAR Task Force and chaired by <a href="Larry Rock">Larry Rock</a>, Director of Student Loan Repayment at Concordia College. If you are interested in joining the STAR Task Force, please contact <a href="Larry or Wes Huffman">Larry or Wes Huffman</a>.

### TCPA News: FCC Offers Insight on Proposed Rules for Automated Dialer Calls

On March 10, 2016, Tom Wheeler, Chairman of the Federal Communications Commission (FCC), revealed some of the Agency's proposed restrictions on the use of Automated Telephone Dialing Systems to contact borrowers who owe money to or have loans guaranteed by the federal government.

The FCC-released letters that Chairman Wheeler sent last month to members of Congress who oppose the TCPA Amendment include details of the draft Notice of Proposed Rulemaking (NPRM) circulated among the commissioners in February.

The following is an excerpt from the letters:

The draft NPRM includes clear, pro-consumer restrictions on the type and number of calls a federal creditor may place to recover a delinquent debt, even when those calls go unanswered. In particular, the NPRM proposes:

- that only calls made after a debtor has become delinguent are covered by the exception;
- to limit the calls to creditors and those calling on their behalf, including debt servicers;
- that these robocalls can only be made to the debtor, so as to prevent unwanted robocalls to relatives, friends, and other acquaintances of debtors;
- to limit the number of calls to three per month per delinquency; and
- to empower consumers with the right to stop calls from a federal creditor at any time and to require callers to inform debtors of this right.

The draft NPRM also makes clear that the new rules will not open a door for telemarketing calls. The Commission remains steadfast in its defense of protections against unwanted calls. Congress specified that exempted calls must be "solely" to collect a federal debt, and we will ensure they do not go beyond that boundary.

For a copy of the letters, see: http://bit.ly/1UaYtp4

### Financial Wellness

The COHEAO Financial Wellness Task Force is chaired by our Internal Operations Co-Chair and Financial Literacy Chair Todd Woodlee, the Vice President of Marketing at iGrad.

COHEAO continues our conversations and commitment to shining a light on the many facets of Financial Wellness. Did you happen to notice that we changed the name from Financial Literacy to Financial Wellness? Financial Wellness is the new industry term being used to represent the broader spectrum of an individual's relationship with one's finances and the direct personal impact of their money management and financial decisions. A <u>Financial Wellness Newsletter</u> is prepared monthly and shared with COHEAO members. To read these newsletters, <u>click here</u>.

In an article by Natalie Kitroeff, which COHEAO highlighted in February's Financial Wellness newsletter, we are reminded of the reality that, handing an 18-year-old a loan for tens of thousands of dollars to get a college degree comes with many risks. One is that the borrower may not understand anything about the contract being signed. A new study suggests that young people with education debt don't know the most basic facts about their loans. The survey, conducted in January by Lendedu, a company that provides information about loan refinancing options, adds to a growing body of research into the widespread ignorance among young people about debt that could follow them to their graves.

Continued Page 15

When Lendedu talked to 477 undergraduate and graduate students at three Bay Area campuses, it found that just 6 percent of them knew how long they would be repaying the debt. Only 8 percent knew the interest rate on their loan. That could explain why loan collectors, such as Nelnet, need to broadcast on Twitter that federal loan interest rates are set by the government.

More than 90 percent of the students did not know which type of loans accumulate interest during school and which do not. Seventy three percent thought that Sallie Mae was a person rather than a company.

The students in the survey also dramatically underestimated the amount of education debt in the country. For many students, ignorance about the national debt burden may mirror a more personal oversight: People do not have any idea how much they owe. Of 599 undergraduates surveyed by Brookings in 2014, just 38 percent of those with loans were able to identify how much they had borrowed...and only a slight majority of students (52 percent) knew how much their colleges were charging them in tuition and room and board.

"The lack of literacy about the personal finances of college going is almost certainly leading some students into decisions that they later come to regret," warned the Brookings report. The study's authors, Elizabeth Akers and Matthew Chingos, wrote that without financial savvy, students would not be able to choose the majors or career tracks that would make it easiest to repay the money taxpayers have lent them. By the time borrowers realize the full extent of their debt, Akers and Chingos wrote, they may have lost the chance to prepare themselves for it. "The consequences of their decisions come as a surprise to them once it's too late."

To add insult to injury, most students seem generally clueless about what the government can do to them if they stop paying back their debt. A Federal Reserve Bank of New York survey released in June 2014 found that just 28 percent of student debtors knew that the government can take money from their wages, Social Security payments, and tax refunds to recoup outstanding loans. Only 37 percent understood that if one declares bankruptcy, it is extremely hard to get rid of student loans, unlike almost every other form of consumer debt.

Kudos to those Colleges and Universities with Financial Wellness programs, as the need is clear. The COHEAO Financial Wellness Task Force identifies best practices, serves as a forum on existing programs and new ideas, and advocates for policies that leverage one of the most "teachable moments" in personal finance – the process of obtaining a student loan.

Learn more about this important issue at COHEAO's next Webinar during National Financial Wellness month, titled "Improving Student Financial Wellness" scheduled on April 21, 2016 at 2:00 PM EST. COHEAO is also conducting a Financial Wellness Workshop on August 2, 2016 as part of the Mid-Year Conference in Denver, CO. Register bere before July 1 to receive the early bird discount!

### Consumer Financial Protection Bureau

On March 30, 2016, the Consumer Financial Protection Bureau (CFPB) took action to halt a student loan debt relief scam that illegally tricked borrowers into paying fees for federal loan benefits and misrepresented to consumers that it was affiliated with the Department of Education. The CFPB is ordering the student debt relief company, Student Aid Institute, Inc., and its chief executive officer, Steven Lamont, to pay a penalty, halt debt relief services, and stop charging affected customers. The CFPB is also permanently barring the company and Lamont from the debt relief industry.

Continued Page 16

This is clearly an important subject to address with our student borrowers, and gives cause for us to revisit the Dec 11, 2014 CFPB Consumer Advisory article by Rohit Chopra, while serving as the CFPB's Student Loan Ombudsman. The advisory article reveals the potential dangers with student loan debt relief companies. "We are warning all student loan borrowers who have trouble managing their student debt to watch out for scams run by companies promising "student debt relief." These companies prey on distressed borrowers who run into trouble and struggle to figure out what comes next. In some cases, borrowers do not think their student loan servicers can help them and seek help from a third party. Others are lured in by aggressive marketing practices that target the most vulnerable student loan borrowers." Follow this link for the CFPB's full Consumer Advisory article on Student debt relief companies.

### COHEAO & KASRO

As COHEAO remains committed to the challenges of our alliance membership, we invite you to bring forward any new initiatives you have and to provide your valuable feedback. Please reach out to any COHEAO board member through the list of email addresses that can be found on our <a href="COHEAO.org">COHEAO.org</a> website and share your questions, concerns or suggestions.

You can remain active and up-to-date on all topics relevant to student aid services via COHEAO webinars, our biweekly edition of The Torch, and our breaking news alerts provided in Spark Notes.

Thank you for the important work you do in support of our common goal of helping to provide More Education for More People! We look forward to exchanging ideas and information with you at the upcoming webinar on April 21st and at our Mid-Year conference in Denver, July 31st – August 2, 2016!



KASRO is proud to be an alliance member of COHEAO.

### FALL CONFERENCE 2015 HIGHLIGHTS

Thank you to the University of Louisville for hosting the Fall Conference October 8-9, 2015.



We met in the modern U of L Clinical Translational Research Building.



We stayed in the Galt House Hotel in downtown Louisville:



Tricia Palm, Williams & Fudge VP of Human Resources, on "starting off the day right."



Round table discussions on student loans, delinquent A/R, and other current student issues



Terry Mattingly of
Training & Coaching
Specialists: "Do employees
want to work for
you.....or do they have to
work for you?"



Kimberly Goughler, U of L Exec. Coordinator of the Cardiovascular Innovation Institute: "Be the Driving Force Behind an Unstoppable Team."

P.S. Gave out good candy but "hates UK".



Dueling Pianos at Howl at the Moon in downtown Louisville! Got a request?





Karen Reddick, NCM, in her usual well-informed style, updated us on consumer finance laws, the status of the Perkins program, and DC happenings.



All the conference prize winners.

Grand prizes to:

Nancy Taylor, UK

Grace Isaacs, U of L

Crista Fornash, UK, was elected to complete the Past President term, vacated by Anna Nevius, to June 30, 2016

### FALL CONFERENCE 2015 PICTURES





























President Atkins explains U of L campus sign to the left.









### **INDUSTRY ODDS & ENDS**

Note: These topics will be discussed in KASRO Spring Conference sessions!

SAVE PERKINS NOW

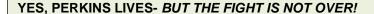
### **CHANGES TO 1098-T REPORTING**

On December 18, 2015, President Obama signed into law a \$1.1 trillion FY16 omnibus spending bill. The bill provides funding for the federal government through <9/30/16 and also contains numerous tax provisions important to the higher education community.

Effective with tax year 2016 forms, colleges and universities will no longer have the option of just reporting amounts **billed** to the IRS on Form 1098-T. All institutions will be required to report **payments** for qualified tuition and related expenses in Box 1. A majority of campuses currently report only amounts billed in Box 2.

NACUBO has written a letter to the IRS asking for (1) a one-year delay in implementation, as there is not sufficient time for institutions to convert existing data collection and reporting systems when 2016 is well underway, and (2) guidance addressing the new requirement.

Sources: NACUBO Current January 11, 2016 and NACUBO Current January 27, 2016.



The Perkins Loan Extension Act of December 18, 2015, H.R. 3594, kept this valuable program alive for two years. With this "win", the focus now moves to lobbying our legislators hard to keep the Federal Perkins Loan Program in the conversation for funding and reauthorization, and to endorse some <u>recommended improvements</u> in the program. Bipartisan support in Washington has never been stronger, so we must continue the push. KASRO has answered the call on multiple occasions, with individual calls and emails, and conference calls to our legislators, including the key staff of Senator Mitch McConnell and Representative Brett Guthrie. It is vital that KASRO members respond quickly when COHEAO sends out alerts. Keep up the good work, KASRO!

### NEW DEAR COLLEAGUE LETTER REGARDING THE PERKINS LOAN EXTENSION ACT

While the Extension Act gave Perkins a lease on life, it also brought some less than ideal changes, particularly for graduate students. The original DCL GEN-15-03 that outlined grandfathering provisions is now replaced by a new DCL GEN-16-05. The Act requires a series of disclosures to each Perkins Loan borrower prior to disbursement. The disclosures are detailed in the DCL, which you can read more about <a href="https://example.com/here">here</a>. Please refer to the COHEAO Sparks email sent to you on 4/2/16 for a model disclosure form. Below are some guidelines for awarding:

|  | <u> Undergraduate Students</u>                 |  |   |  |  |
|--|--|--|---|--|--|
|  | A school may make<br>Perkins Loans<br>through— | To an—                                       | Who, on the date of disbursement—   | If the school has<br>awarded the<br>student—   |  |
|  | September 30, 2017                             | Eligible current<br>undergraduate<br>student | Has an outstanding<br>balance on a Perkins<br>Loan made by the<br>school.           | All Direct<br>Subsidized Stafford<br>Loan aid for which<br>the student is<br>eligible.                     |  |
|  | September 30, 2017                             | Eligible new<br>undergraduate<br>student     | Does not have an<br>outstanding balance<br>on a Perkins Loan<br>made by the school. | All Direct<br>Subsidized and<br>Unsubsidized<br>Stafford Loan aid for<br>which the student is<br>eligible. |  |

| Graduate Students   | aduate Students   |  |  |  |  |
|---|---|--|--|--|--|
| A school may<br>continue to make<br>Perkins Loans<br>through— | To an—  | If the graduate<br>student—  | And the new Perkins<br>Loan will—                            |  |  |
| September 30, 2016  | Eligible graduate<br>student who has<br>received a Perkins<br>Loan before October<br>1, 2015. | Received his or her<br>most recent Perkins<br>Loan from the<br>school, for<br>enrollment in an<br>academic program at<br>the school. | or complete the<br>academic program<br>for which the student |  |  |

Source: DCL ID: GEN-16-05 published February 17, 2016

### INDUSTRY ODDS & ENDS (continued)

Article recommended by: Anna Dunkelberger, ECTC

### FREE COMMUNITY COLLEGE EDUCATION BILL A POTENTIAL 'GAME CHANGER' FOR STATE

Excerpts from article by Wes Swietek, BG Daily News

A bill proposing that the state pay tuition for community college students could be "a game changer" for education in Kentucky, according to officials.

The Work Ready Kentucky program, House Bill 626, would make tuition at Kentucky Community & Technical College System schools free for qualified students after factoring in scholarships and state and federal grants. The bill passed through committee and was included in the state House budget proposal, said House Speaker Pro Tem Jody Richards, D-Bowling Green

"This can be a game changer for a lot of families, especially middle-income families" that make too much money to qualify for full financial aid but can't afford tuition without getting student loans, said Southcentral Kentucky Community and Technical College President Phillip Neal. "That's where the gap is."

Richards agreed with the assessment of the bill's potential to change the higher education landscape in the state. "Absolutely, it's another step forward," he said. "Part of the emphasis in this session has been on workforce development. So many jobs are open in this area, and we don't have trained workers to fill these jobs."

Neal said education access would be expanded. "This opens the door to higher education to people across the state who for financial reasons can't access college," he said.

Sen. Mike Wilson, R-Bowling Green, said however that funding the program will be an issue. "Everyone would love to see something like that, the problem is the state has really, really big issues," with a \$30 billion-plus pension systems shortfall. "I just don't know where the money will come from," he said.

KCTCS said the program is anticipated to cost about \$13 million in the first year and about \$20 million in the second year, which would come from the state's general fund, according to a news release from House Speaker Greg Stumbo's office.

If it is approved, the program would begin this fall, meaning this year's high school seniors would be the first class to qualify. To qualify, students must be a high school graduate or have a GED before turning 19; be eligible for in-state tuition; enroll in a KCTCS school immediately after high school; take at least 12 college credit hours per semester; maintain a 2.0 GPA or better; and complete the Free Application for Federal Student Aid.

KCTCS has 16 colleges with 70 campuses across the state serving more than 80,000 students, according to the KCTCS website. SKyCTC has 8,000 to 9,000 degree-seeking students. Tuition for a student taking the required 12 credit hours at SKyCTC is \$1,764 per semester.

"Right now because the economy has been so good, enrollment is down. A lot of our older students have gone back to work," Neal said. But in Tennessee, a similar program bumped up enrollment 20 percent, "and it can have the same impact here," Neal said.

Students enrolling in KCTCS schools are generally looking to either move directly into the workforce or continue toward a four-year degree at another school. "This would be beneficial to both pathways," Neal said. "Once they graduate, a lot of them will move on to WKU," Richards said, thus providing a benefit to the state's four-year schools as well.

"We know there are a number of high school students who still feel like higher education is out of reach," KCTCS President Jay K. Box said in a news release. "This program will help to eliminate the financial barriers and allow them to achieve the Kentucky dream of a getting a higher education that leads to a good job that will improve lives of their families."

Source: Bowling Green Daily News

### **UPCOMING EVENTS:**

KASRO Spring Conference General Butler State Park May 4-6, 2016

PDG Bursars Conference Anaheim, CA April 3-6, 2016

SACUBO Annual Meeting Asheville, NC April 17-19, 2016

NASFAA National Conference Washington DC July 10-13, 2016

NACUBO Annual Meeting Montreal, Canada July 16-19, 2016

COHEAO Mid-Year Conference Denver, CO July 31-August 2, 2016

### **CBMI**

College Business Management Institute Lexington, KY July 24-29, 2016

COMTEC Heartland Campus Conference ECSI / TouchNet / OneCard Kansas City, MO October 3-6, 2016

PDG Student Loan/ Receivables Collection Conference New Orleans, LA December 4-7, 2016



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### **JUST FOR LAUGHS!**









### DID YOU KNOW?

**GENERAL BUTLER STATE PARK** is home to the Butler-Turpin House, a place of remembrance for one of Kentucky's foremost military families from Colonial times through the Civil War.

Thomas Butler, a gunsmith, brought his family from Ireland to America in the 1740s. Thomas and his five sons fought in the Revolutionary War at Valley Forge. One son, Percival, became Kentucky's first Adjutant General, later relocating his family to a two-story log home at the mouth of the Kentucky River in Port William Settlement, a dangerous Native American hunting ground at the time.



**Butler-Turpin House** 

Percival's second oldest son, General William Butler, gained notoriety for his bravery during the War of 1812. The second generation Butler home was built in 1859, just before the Civil War, on the family farm by Percival's oldest son, Major Thomas Langford Butler. The Butler Family Cemetery is located near where the log home one stood.

Today, the restored 1859 house is a museum, home to a collection of Butler family pieces, including a portrait of Thomas's brother General William Orlando Butler, for whom General Butler State Resort Park is named. Tours are by appointment.

Source: http://parks.ky.gov/parks/historicsites/butler-turpin/history.aspx

As my multiple terms as Secretary over the past 20+ years come to a close, I would like to take this opportunity to thank the members for their support. It has been an honor to serve on the KASRO Board as your Secretary. Best wishes to the new Secretary. Thank you.

Nancy D. Taylor