

The PacWest SFS Post

PacWest Student Financial Services

Spring 2019 Issue

Happy Valentine's Day

\$695 - Best Deal in Town!

May 15-17, 2019 PacWest SFS 11th Annual Conference...Join with other student financial service professionals, including: loan administrators, business officers, cashiers, bursars, financial aid administrators, account receivable personnel, card officers, student financial service compliance officers, and other associated student financial service personnel of institutions of higher education.

The conference serves to:

Educate both schools and vendors on regulatory issues and best practices. Keep members abreast of the changes occurring in higher education (at a rapid pace these days).

Connect schools with resources that give employees or staff the tools to do their job effectively.

Inspire all PacWest SFS members through networking and sharing of experiences as well as stories of success.

This year the conference will be held at The Hilton Beachfront Resort in Santa Barbara, CA. Please note that the PacWest SFS conference is **for schools from all states**, so we hope to see you there! Register at <https://www.pacwestsfs.org/2019-pacwest-sfs-conference>.

This year's topics include a Washington update, a session with Chad Echols on why we should settle our debt, with an opportunity to ask your specific questions in an open forum, separate sessions on student financial and mental wellness, third-party billing strategies and solutions, and more! As always there will be plenty of networking opportunities and discussion on new trends in Higher Education with PacWest members from different states and our corporate partners. All at luxurious Santa Barbara!

**DON'T MISS
OUT!**

Perkins loan sun-setting address by our Department of Ed speaker

In This Issue...

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PacWest SFS Conference Stars

While all of our conference participants are our real stars, we would like to introduce to you some of PacWest's star speakers that you will meet at this year's conference.

Keynote Speaker: Meagan Johnson



Meagan is known as a "Generational Humorist" and has an outspoken, take-no-prisoners Gen X attitude and challenges her audiences to think differently and act decisively when dealing with multiple generations.

Meagan graduated from Arizona State University Business School with a BS in Marketing. After working several years in a sales environment, Meagan became discouraged to hear all the negative comments about Generation X. (Generation X is the 50 million people born between 1965 and 1980.) As a Gen Xer herself, she felt these comments were of course unfounded. She was further frustrated by the blinders her own managers seemed to have.

Meagan began to research everything from small to large corporations in order to find successful ways to work with the younger generation. From that, ZAP THE GAP Solving the Multi-Generational Puzzle was born.

Since 1997 Meagan has entertained and educated thousands of audience members. She has written a variety of articles about the multiple generations and has been interviewed for many publications and audio programs. She has been quoted in The Chicago Tribune, CNNMoney.com, US News & World Report and many other publications. She wrote the Generational chapter in the book Success is a Team Effort. Meagan and her Baby Boomer father, Larry Johnson, are the authors of Generations, Inc - From Boomers to Linksters, Managing the Friction Between Generations at Work.

Nothing changes perceptions more than a passion for life, work and success. To complicate matters, each generation has a different perception of what motivates them. Meagan says, "Every generation gets a negative label when it enters the workforce. For example Baby Boomers were called trouble-making hippies when they first went to work. Once we take time to understand the motivations and mind-set of each generation, working with them, communicating with them and managing them becomes a more successful effort."

What seemed like a perfect solution yesterday is the source of tomorrow's problem. Learn from Meagan what you can do now to make the most of each generation in your workplace!

Legal Updates: Chad Echols

PacWest SFS understands that training is a vital part of compliance and strategic planning. Since UC schools are considered leaders in the education industry nationally, PacWest SFS wants to ensure that UC and all universities are exposed to the latest information, including the two new California Assembly Bills: [No. 3212 Service Member Protections](#) and [No. 1526 California Time Barred Debt Notices](#) that became effective January 2019.

A Rock Hill native, Chad graduated in 1998 from Clemson University with a Bachelor of Science in Forest Resource Management. He received his law degree in 2002 from the University of South Carolina School of Law, where he was a member of the South Carolina Environmental Law Journal. Following law school, Chad was a law clerk for the Honorable John C. Hayes III in the Sixteenth Judicial Circuit of South Carolina.

Before forming The Echols Firm, LLC, Chad served as Vice President and General Counsel for Williams & Fudge, Inc., a national student loan collection agency located in Rock Hill, and was an attorney with the law firm Hamilton, Martens & Ballou, LLC. He continues to serve as outside general counsel to Williams & Fudge, Inc.

The firm's practice focuses on the Fair Debt Collection Practices Act, the Fair Credit Reporting Act, the Telephone Consumer Protection Act, compliance for collection agencies and debt purchasers, business law, litigation, and commercial collections. He is a member of the South Carolina Bar Association.

Chad serves on the Board of Directors for the Good Folks of York County, Upper Palmetto YMCA Camp Cherokee, York County Clemson Club, and is a Vice Chairman for the 2018 Come-See-Me Festival.



General Session Speaker: Barbara Hoblitzell

Barbara Hoblitzell is a Management & Program Analyst at the U.S. Department of Education's Office of Postsecondary Education in the Policy, Planning and Innovation group. She is responsible for formulating federal postsecondary education policy for the administration of programs that address critical national needs in support of the Department's mission to increase access to quality postsecondary education.

Barbara began her career in AT&T's leadership development program but transitioned to public service, holding senior administrator positions at the University of California's Berkeley campus and Office of the President. She also served as senior vice president at Kay Jacks & Associates, a higher education-focused consultancy, and senior vice president at Sallie Mae.

Barbara holds a Bachelor's Degree from NYU and a Master's in Public Administration from the University of Southern California.



General Session Speaker: Dr. Blas Villalobos

Blas Villalobos currently serves as Director of Veteran Affairs at Chapman University, where he addresses the unique needs of student veterans, military personnel and military families. Dr. Villalobos is responsible for certifying U.S. Department of Veterans Affairs, California Department of Veterans Affairs education, and vocational rehabilitation benefits for eligible students.

As part of Chapman's strategic plan, Dr. Villalobos also provides enrolled military personnel, veterans, and military families with information and referrals on academic, career, personal, financial, and social matters, and will implement strategies to monitor and increase the retention and graduation rates of students while organizing events and functions to create a military community at Chapman.

Responsible for developing and maintaining essential communication and outreach activities for the VRC with both internal and external constituencies, Dr. Villalobos will provide training and workshops to faculty, staff, and students to help them better understand and respond to the needs of military personnel, veterans, and military families.

Prior to his current position, Dr. Villalobos served as Veterans Affairs Manager for Mayor Eric Garcetti's Office of Veterans Affairs. Under this position, Dr. Villalobos was responsible for the development, and implementation, of Mayor Garcetti's strategic vision to leverage private and public resources to assist veterans and their families reintegrate into civilian life. Dr. Villalobos also served as the Executive Director of Community Programs and Veteran Services for U.S.VETS, where he managed/supervised the Outside the Wire program, the Career Development Initiative, and Supportive Services for Veteran Families program.

Dr. Villalobos served in the United States Marine Corps from October 1999-October 2003. During his military service he was deployed to Iraq during the invasion in March 2003, and served as a Squad Leader during combat operations. After his military service, Dr. Villalobos attended Long Beach City College, then graduated from Cal State Long Beach with a BA degree in Psychology, and received a Master's degree in Social Work from the University of Southern California with a concentration in Community Organization, Planning and Administration, and a sub-concentration in Military Social Work. Dr. Villalobos is currently a Doctor of Social Work candidate at USC.

In 2010, he was selected as the Veteran of the Year for California's 54th district, and was recognized at the State Assembly by Bonnie Lowenthal. In 2013, he was recognized as the Alumni of the Decade for the 2000s by Long Beach City College.



U.S. Department of Education (USDE) Releases Proposed Changes to Accreditation Regulation

On January 7, 2019, the U.S. Department of Education (USDE) released [proposed changes](#) to accreditation regulation, in preparation for the negotiated rulemaking on higher education accreditation and innovation and three subcommittees addressing [distance education](#) and educational innovation, [faith-related entities](#)' participation in Title IV programs and [TEACH Grants](#). Negotiated rulemaking is the process used by USDE for stakeholder representatives to meet with USDE to negotiate the terms of a proposed administrative rule or regulatory change.



Have news or info to share?

Drop us a note at
info@pacwestsfs.org



Fun facts about Santa Barbara

- * By the way, SB is one of the least stressed cities in US.
- * Just imagine that in 1859 Santa Barbarans experienced the hottest temperature on earth for another 75 years - 133 F, or 56 C.
- * In 2012, the Guinness World Record for the most kisses in one minute was set here in Santa Barbara.
- * SB's Metropolitan Transit District can boast of the largest fleet of battery operated electric buses in the US.
- * Californians love of avocado began in 1871 when local Judge R.B. Ord brought a Mexican avocado tree to the US. Change the numbers a bit - 1781 - and you'll get the year when Los Angeles was founded (the area of present day [Olvera Street and Union Station](#)).

Fun facts about UCSB

- * One of the few college campuses in the US that actually owns beach property, and plenty of students regularly enjoy the beautiful beachfront.
- * One of UCSB's more popular sports is soccer, and one of the best traditions is the tortilla toss at the games. Though the tradition started at basketball games in the 90s and has since been banned, it still continues at soccer games.
- * A few famous alumni of UCSB include Michael Douglas (actor), Bob Ballard (chief scientist on the team that discovered the Titanic), Benjamin Bratt (actor), Jack Johnson (musician), Jason Lezak (gold medalist, swimming, 2008 Olympics), and Todd Rodgers (gold medalist, volleyball, 2008 Olympics).

Things to do in Santa Barbara

Santa Barbara Zoo
Beaches & Parks
Luxurious Shopping
Spa & Wellness
Wine Tastings
Arts & Culture
Outdoor Recreation
Beach Bumming
Botanic Garden
Museum of Art
Local Cuisine
El Presidio de Santa Barbara
Leave with the desire to return!



Open PacWest SFS 2019 Steering Committee Position Available

There is an open position on the PacWest Steering Committee and we need your help! The purpose of the Steering Committee is to make decisions about PacWest SFS activities and to act as stewards of the organization. The Steering Committee will involve itself in strategic operational planning, professional development for the benefit of the membership and fundraising to support PacWest SFS's activities, including the annual conference for professionals in higher education. Currently there is one position available. Apply online for the position below prior to the May 2019 conference at <https://pacwestsfs.org/open-positions>. Be prepared to provide a short biography and share your experience and qualifications online. PacWest colleagues will vote online to select position candidates on Thursday May 16th at the conference. The new committee members will be announced on Friday May 17th at the end of the conference.

I. Member at Large

The Member at Large will represent and is accountable to the general membership of the organization. Keeping the general membership informed by e-mail and newsletter is the most important duty a member at large assumes. In addition, other projects to support the conference efforts may be assigned. All academic members must:

1. Maintain employment in an appropriate position at a higher education institution.
2. Attend monthly conference calls July 2019 through April 2020.
3. Be in attendance at the annual in-person meeting October 2019.
4. Provide active and working participation in Steering Committee activities.
5. Be present to serve at the PacWest SFS Annual Conference in May 2020.
6. Support all association-endorsed events.
7. Represent PacWest in a professional manner, including fiscally responsible decision making and respectful communication with peers.

A message from our President, Ruth Sharp:

Come join us to be a part of the PacWest SFS Team! Take advantage of the opportunity to make a difference in the educational industry while experiencing the camaraderie and fun of our team.



Doing the Right Thing, At the Right Time, the Right Way is the ConServe mantra and they are committed to giving back and providing their employees with a platform to make positive changes in the world. ConServe employees take great pride in supporting their fellow man – especially during the holidays.

In the hopes of making the holidays a bit brighter and warmer for those less fortunate and/or facing particularly difficult challenges, the ConServe team was honored to provide significant funding to several local agencies that support and empower individuals struggling to overcome hardships.

Through their Jeans For Charity philanthropy program, in conjunction with the company's "Matching Gift Program," ConServe employees can elect to participate in monthly charitable donations in exchange for the option of wearing jeans to work. During the holiday season funds were allocated to Hillside Special Santas program where they provided holiday gifts to thousands of children in their community.

Additionally, ConServe's employees embraced the holiday spirit of giving by participating in a year-end donation drive to support Operation Gratitude and the efforts of our U.S. military personnel who are deployed away from home during the holidays. As a result of their generosity, ConServe's employees expressed thanks with personal hand-written notes and shipped boxes filled with hundreds of items with hope to fulfill the soldiers' Wish Lists. These items were shipped to the stateside operating base where the contents were dispersed to create individual holiday care packages.

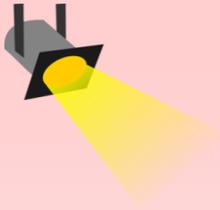
Quotes from solidiers:

"I wanted to take the time and thank you for the wonderful boxes you put together for our entire ship. I don't know if you had an idea of how lifted people's spirits would be the moment they would open the boxes. I did not see one person on the ship without a smile!"

"I am deployed abroad and my team and I received care packages. I am taking the time to express how grateful we are for being thought of and for receiving those packages. It's hard for us to be away from our families and just knowing that so many people took the time to put these packages together and send them to so many soldiers' touched my heart. I would like to thank each person and the organization involved."

These ongoing initiatives are just a few ways in which ConServe supports varied and diverse community agencies. To date ConServe's Jeans for Charity program has donated over \$812,000 to local community organizations.





Williams & Fudge

Williams & Fudge is happy to be a sponsor of the 2019 PacWest SFS conference! We are also happy to announce that Chad Echols will once again be speaking at this year's conference in beautiful Santa Barbara, CA. Chad will be speaking about the legal issues facing our industry and how Colleges and Universities can best protect themselves. Included will be information on settling student debt. Also he will provide updates on new California regulations. Finally, Chad will be available on the last day of the conference so that you may "Ask an Attorney" your cashing and collection legal questions.

Williams & Fudge was founded in 1986 and is a family owned business with the purpose of serving the higher education community. We aid colleges and universities in the recovery of education-related receivables including Perkins loans, tuition, campus-based loans, health profession and nursing loans, private student loans and other receivables such as parking, room, board, library fines, etc. We can also assist with early intervention programs to prevent students from reaching collection status. We are looking forward to seeing everyone in May!

Notice from the Department of Education Agency: Federal Student Aid

Federal Perkins Loan, Federal Work-Study, and Federal Supplemental Educational Opportunity Grant Programs; 2019-20 Award Year Deadline Dates.

The Secretary announces the 2019–20 award year deadline dates for the submission of requests and documents from postsecondary institutions for the Federal Perkins Loan (Perkins Loan), Federal Work-Study (FWS), and Federal Supplemental Educational Opportunity Grant (FSEOG) programs (collectively, the "Campus-Based programs"), Catalog of Federal Domestic Assistance (CFDA) numbers 84.038, 84.033, and 84.007, respectively.

The deadline dates for each program are specified in the chart in the DEADLINE DATES section of the Federal Register found at the end of this article. The table provides the 2019–20 award year deadline dates for the submission of applications, reports, waiver requests, and other documents for the Campus-Based programs. Institutions must meet the established deadline dates to ensure consideration for funding or waiver, as appropriate.

The authority to award new Federal Perkins Loans to students has expired. Institutions that continue to service their Perkins Loans (or contract with a third-party servicer for servicing) are required to report all

Perkins Loan activity on the institution's Fiscal Operations Report and Application to Participate (FISAP). The FWS program encourages the part-time employment of needy undergraduate and graduate students to help pay for their education and to involve the students in community service activities. The FSEOG program encourages institutions to provide grants to exceptionally needy undergraduate students to help pay for their education. The Perkins Loan, FWS, and FSEOG programs are authorized by parts E and C, and part A, subpart 3, respectively, of Title IV of the Higher Education Act of 1965, as amended. Throughout the year, in its "Electronic Announcements," the Department will continue to provide additional information for the individual deadline dates listed in the table under the DEADLINE DATES section of the Federal Register found at the end of this article. You will also find the information on the Information for Financial Aid Professionals (IFAP) website at: www.ifap.ed.gov.

[Federal Register / Vol. 84, No. 16 / Thursday, January 24, 2019 / Notices](#)

Employment Opportunities:

Western Washington University

The Student Business Office is seeking a Manager to join their team! The ideal candidate for this position will have a Bachelor's degree and progressive operational and supervisory management experience. For a full list of qualifications, please view our job announcement: [Manager, Student Business Office](#)

Please share this and our other current opportunities with individuals you feel would be interested! [Careers Website](#)

This position has been posted using our PageUp online application system.



Chapman Univeristy

Chapman University is seeking a Full time Cashier, we are located in sunny Southern California in the city of Orange. Please click here for further information.

<https://chapman.peopleadmin.com/postings/17923>



Congratulations:

Denyc Perez, Director of Sales for General Revenue Corporation and former PacWest Committee Member, was recently elected to the COHEAO (Coalition of Higher Education Assistance Organizations) board. Since 1981, COHEAO has served as a partnership of colleges, universities, and organizations dedicated to promoting student friendly, efficiently operated campus-based loan, tuition and accounts receivables programs. COHEAO uniquely advocates for the sound regulation of student financial services operations by routinely meeting with higher education Washington policymakers. COHEAO provides opportunities for networking and professional development through its conferences, webinars and task forces, focusing on compliance and legislative and regulatory issues. "More Education for More People!"

Congratulations:

Suzette Calderone - We are pleased to announce that Suzette has joined Santa Clara University as the Bursar.

Congratulations

A graphic consisting of the word "Congratulations" in a large, pink, cursive font. To the right of the text is a cluster of several pink hearts of various sizes, some overlapping.

For all you are
For all you do
Thank You



Thanks!