

for school administrators on issues affecting the financial aid community

accessupdate



Exciting News About Access Group's 2007 Conference

We've Added Another General Session!

The Conference Planning Committee is pleased to offer a special presentation by John E. Dean, Esq., attorney for higher education law and public policy with Washington Partners, LLC.

John E. Dean is a respected legal counsel in the student loan industry and has served as special counsel to the Consumer Bankers Association since 1985. He was directly involved in recent Congressional and Department of Education discussion regarding new regulation of student loan marketing.

Mr. Dean's presentation, "Hot Issues and Potential Coping Strategies for the Financial Aid Community – A Town Hall-Style Discussion," is scheduled for Friday afternoon at 2:30 p.m. and will precede the Access Group Town Hall Meeting.

During his session, Mr. Dean will lead discussion on several "hot" issues that have gained increased attention in the student loan industry, such as preferred lender lists, direct to consumer marketing, oversight legislation, private loans, and others. We invite you to attend this interactive session to learn more about these hot issues and their potential solutions.



November 15, 16 & 17, 2007

Palace Hotel • San Francisco, CA

Register Now for Access Group's 2007 Conference

San Francisco, here we come! Register today for Access Group's Graduate and Professional Financial Aid Conference online at www.accessgroup.org/conf2007.

With inspiring general session speakers and exciting concurrent sessions covering a range of topics, this year's event is one you won't want to miss!

For details about registration fees, general and concurrent sessions, or for more information about the conference, check the registration booklet you received in the mail or explore the conference Web site.

Other questions?

- E-mail your question to conf2007@accessgroup.org.
- Call your Account Executive at 800-227-2151.

We look forward to seeing you in San Francisco!

Also in this issue

Access Group Strengthens Support and Service to School Customers

School Services Welcomes New Staff

Borrower Education:
Webcasts and Printed materials

Access Group Strengthens Support and Service to School Customers with New Organizational Structure

External Account Executives

To expand the multi-level support currently offered to our school customers, Access Group has restructured the external component of our School Services and Sales team. We have established four regional director positions that serve under the leadership of **Sandy Brown**, national sales director.

Serving as regional directors for Access Group are:

EASFAA	Kim Siwarski
SASFAA	Jocelyn Allen
MASFAA and SWASFAA	Tom Ramaeker
WASFAA and RMASFAA	Sandy Brown , interim

Our new **regional directors** are dedicated to providing an added level of service and support to you and your staff while overseeing and guiding their assigned **external account executives**. You can rely on your designated external account executive for training and product updates, as well as on-campus visits to conduct presentations and workshops to students and staff. They can also be called upon to assist you with entrance/exit counseling and debt management sessions.

Internal Account Executives

In addition, Access Group's **internal account executives** continue to support your office in your day-to-day financial aid operation. The internal account executive designated for your school supports the Access Group toll-free line that directly connects your office to ours. Your internal account executive also coordinates loan processing and operational functions with your school, in addition to answering questions and explaining our loan programs.

We are pleased to announce that **Amy Manfredi** has been promoted to director of our internal account executives. **Kevin Allen**, senior internal account executive, will work with Amy in providing additional support. **Becky Marrone**, former director of our internal account executives, has been named to the newly created position of director of customer segments in the marketing department.

With this stronger infrastructure in place throughout our school services and sales team, Access Group is reinforcing our commitment to you and your staff.

Please see page 3 for areas served by Access Group internal and external account executives.

New Additions to Our School Services Team

Andy Marrero, external account executive for SASFAA region

Andy has spent nearly 15 years in financial aid and was a member of the 2006 Access Group Conference Planning Committee. He was most recently the associate director of financial aid at St. Thomas University in Miami. In his 13 years there, he served in many roles in addition to administrator of financial aid and advisor to students. Andy holds both a B.S. in Organizational Leadership and an M.S. in Educational Administration from St. Thomas University.

Timothy O'Donnell, external account executive for Connecticut and New York (NYSFAAA regions 1 – 4 + 8)

Tim is a financial aid professional who comes to Access Group from Syracuse University College of Law, where he was the assistant director of financial aid for three years. Before that, he held several positions in the office of financial aid at Syracuse University's Main Campus. Tim is a resident of Syracuse, New York, and holds a B.A. in History from Ithaca College.

Robert Hogeda, external account executive for SWASFAA region

Robert's higher education career began in admissions at his alma mater, the University of Texas at Austin, where he earned a B.A. in Political Science. He later served as senior associate director of admissions at Southern Methodist University before moving into sales management positions with LoanStar Educational Loans and Chase Education First. He most recently was vice president and southwest regional manager at Student Loan Xpress.

Jonathan Dela Cruz, external account executive for MASFAA region

Jonathan is a native Chicago resident who began his career in the academic arena, where he worked in the student loan center at the University of Chicago and later in admissions at Seton Hall University and Elmhurst College. He then spent three and a half years in sales and marketing at Chase Education Finance before first joining Access Group in 2005. Jonathan holds a B.A. in Communications from Dominican University.

Joanne Saulsbury, internal account executive for EASFAA region

Most recently, Joanne was executive director of Cedars Academy in Delaware where she oversaw all residential, social, and academic aspects of the therapeutic boarding school. In the course of her career in social work and mental health, Joanne served in several management positions. Joanne holds a B.A. degree from Salisbury University with majors in Psychology and Education, and she is currently pursuing an MBA degree at Wesley College.

Congratulations are in order!

Tim Balfour, formerly Access Group's regional director for our school customers in the WASFAA region, has been promoted to vice president of school services and sales.

Many of you have been served by Tim in one of his customer support roles during his 11 years with Access Group. He has been account executive for our Rocky Mountain, Southwest, and New England regions. Later in his career with the company, Tim was promoted to director of sales development. In this position, he was responsible for training our account executives and delivering value-added services to our school customers.

Vivian Bowden, former vice president of schools services and sales, has been promoted to senior vice president and chief marketing officer. In this new position, Vivian will oversee our newly organized market-facing group, which brings together school services and sales, strategic planning, communications, and marketing into a coordinated unit.

Congratulations, Tim and Vivian!

Areas Served	Internal Account Executive	Ext.	External Account Executive	Ext.
NY (NYSFAAA regions 5 & 6)	Lauren Godwin	4219	Jennifer Trauman	4009
NY (NYSFAAA regions 1-4, and 8)	Ann Roberts	4085	Tim O'Donnell	6873
CT	Joanne Saulsbury	4083	Tim O'Donnell	6873
NY (Long Island)	Lauren Godwin	4219	Colleen Hodd	4163
DC DE MD NJ PA	Ann Roberts	4085	Colleen Hodd	4163
RI MA	Joanne Saulsbury	4083	Lori Moore	4097
VT ME NH	Joanne Saulsbury	4083	Lori Moore (Interim)	4097
IA IL MO	Allison Russell	4271	Jonathan Dela Cruz	4077
IN WV OH	Kristie Howie	4156	William Bennett	4203
MN	Allison Russell	4271	Jonathan Dela Cruz (Interim)	4077
MI WI	Kristie Howie	4156	William Bennett (Interim)	4203
CO KS MT NE ND SD UT WY	Kristie Howie	4156	Dana Mignogna	6491
VA KY NC TN	Khansa Burbage	4131	Sherwin Hibbets	4262
GA SC AL MS	Khansa Burbage	4131	Jocelyn Allen (Interim)	4191
FL	Khansa Burbage	4131	Andy Marrero	4407
PR	Ann Roberts	4085	Andy Marrero	4407
AR NM TX	Connie Sou	4152	Robert Hogeda	6878
LA OK TX	Connie Sou	4152	Martin Hernandez	4408
AZ HI Southern CA (Orange County and San Diego)	Charles Stappenbeck	4130	JoAnn Trusiani	6850
AK ID OR WA Northern CA	Megan Harder	4050	Bryan Hinkle	6890
NV Southern CA (LA and Inland Empire area)	Charles Stappenbeck	4130	Sheryl Reinschmidt	6492

Not receiving Access Group e-mails?

We've recently learned that some school administrators are not receiving Access Group electronic communications sent via our e-mail service provider due to SPAM/Junk e-mail settings. These communications include the electronic version of the *Access Update* and other e-mails such as those relating to upgrades to our Web site and processing systems, or our annual Conference.

If you are not currently receiving the electronic version of the *Access Update* and other Access Group e-mail notifications but would like to, we encourage you to:

1. E-mail your Account Executive to let him/her know that you are not receiving our e-mails. If for some reason you've accidentally

ended up on our e-mail "Opt-out list," we'll be sure to update our records so that you'll start receiving our e-mails again.

2. Update your SPAM/junk e-mail settings:
 - For Microsoft Outlook users, go to the "Actions" menu and select "Junk E-mail."
 - Then, select "Junk E-mail options" and go to the "Safe Senders" tab.
 - Click "Add"; type in "@accessgroup.org" and click "OK."
3. If you are using an e-mail service other than Outlook and are experiencing difficulties, please contact your institution's information technology department for further guidance.

3-Month LIBOR for Third Quarter 2007

The current index effective for July, August and September 2007 is 5.36%.

Access Group's private loan interest rates vary quarterly, based on the 3-month LIBOR (London Interbank Offered Rate) on the last business day of the second month of the prior calendar quarter.

The effective 3-month LIBOR index is posted on AccessGroup.Org. Click "Interest Rates" for the LIBOR index and for our interest rate comparison calculator, which you or your students can use to compare interest rates based on LIBOR, Prime, or 91-day T-bill indexes.

Interest rates for Federal Stafford Loans and Federal PLUS Loans are also posted on the Interest Rates page, along with a link to our Federal Loan Interest Rate poster.

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800-449-8204 (fax)

Customer Contact Center
800-282-1550

AccessGroup.Org
FederalConsolidation.Org
NeedAccess.Org

Federal Stafford Loan
and Federal PLUS Loan
Lender Code: 808851

To subscribe to an electronic version of this newsletter, e-mail your name and your school's name to your internal account executive.



Borrower Education

Coming Soon: WiseBorrower® Webcasts on AccessGroup.Org

Access Group's expanded program of borrower education services is easily available online, in print, in person – and soon as Webcasts in MP3 format on AccessGroup.Org.

In June, we posted our first Webcast on FederalConsolidation.Org. To help borrowers determine if loan consolidation is the right choice for them, "Loan Consolidation FAQs" provides answers to students' most frequently asked questions about consolidation.

Watch *Access Update* for more information as titles are posted to the Web site.

Free Printed Materials for Students

Access Group is pleased to offer the following educational materials for your students. You can order a supply at AccessGroup.Org.

- **Credit Tips for Student Borrowers**

This brochure gives students the facts about the importance of maintaining a healthy credit history. It includes information on identity theft, credit scoring, and credit resources – and it fits in a standard business envelope for mailing to current and prospective students.

- **Credit Card ABCs**

This wallet-sized plastic card has important reminders about wise use of credit cards and information on where to get help if credit card debt is unmanageable. It also has a handy "Tip Chart" on the reverse side that can be used to calculate a gratuity.

- **How Much Does That Latte Really Cost?**

This flier illustrates how inexpensive purchases like a daily latte or buying lunch at school every day using borrowed student loan funds can have an impact when it's time to repay those same loans. Comes with removable reminder stickers!

Monthly Planner



Access Group staff will be attending these late-summer meetings:

August 19 – 21

Pre-law Advisors National
Council Fall Meeting

Las Vegas, NV

September 14 – 16

Midwest Association of Pre-law
Advisors Annual Conference

Chicago, IL